



Archive User Guide

2019

Version 9.x

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Introduction

This document is intended for the MxVault end-user and shows you how to use MxVault to search for live and archived email.

MxVault is an email archive, storing in real time all the email in/out and around the organisation in a secure and tamper evident way. This guide aims to show you how to search/retrieve and restore emails from MxVault and to provide hints and tips on how to get the most out of the solution.

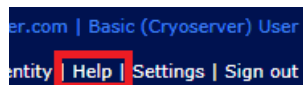
Using MxVault

MxVault allows you to review any email that you have ever received or sent since it started archiving via various search techniques including:

- Search for emails by sender/receivers/group email addresses
- Selectively search for email with or without their attachments
- Specify words to include or exclude from the search
- Specify words for searching for an exact match or words that sound similar.

You can specify search criteria for one or several words. MxVault will rank email and documents higher than others, according to their relevance.

Finding Help



You can access help at any time by clicking the help link. A pop up window will appear giving guidance to the page you are on.

Logging In

To access MxVault, open a browser window and type in the address that you have been given by the Administrator. i.e. <https://www.mxvault3.dotnetwork.co.za/vault/>. Or you may have a shortcut in your email client which links to the MxVault User interface.

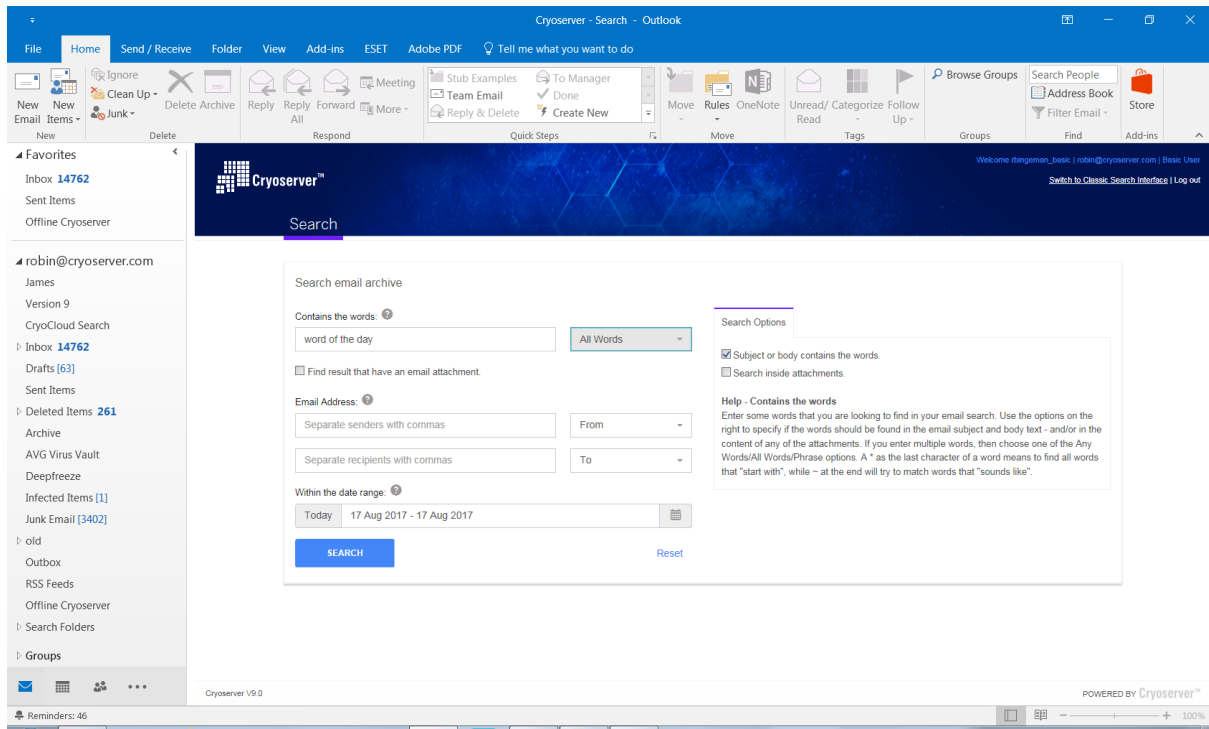
MxVault automatically logs you in. If not, then you are prompted to log in with your network login name and password:

Types of user

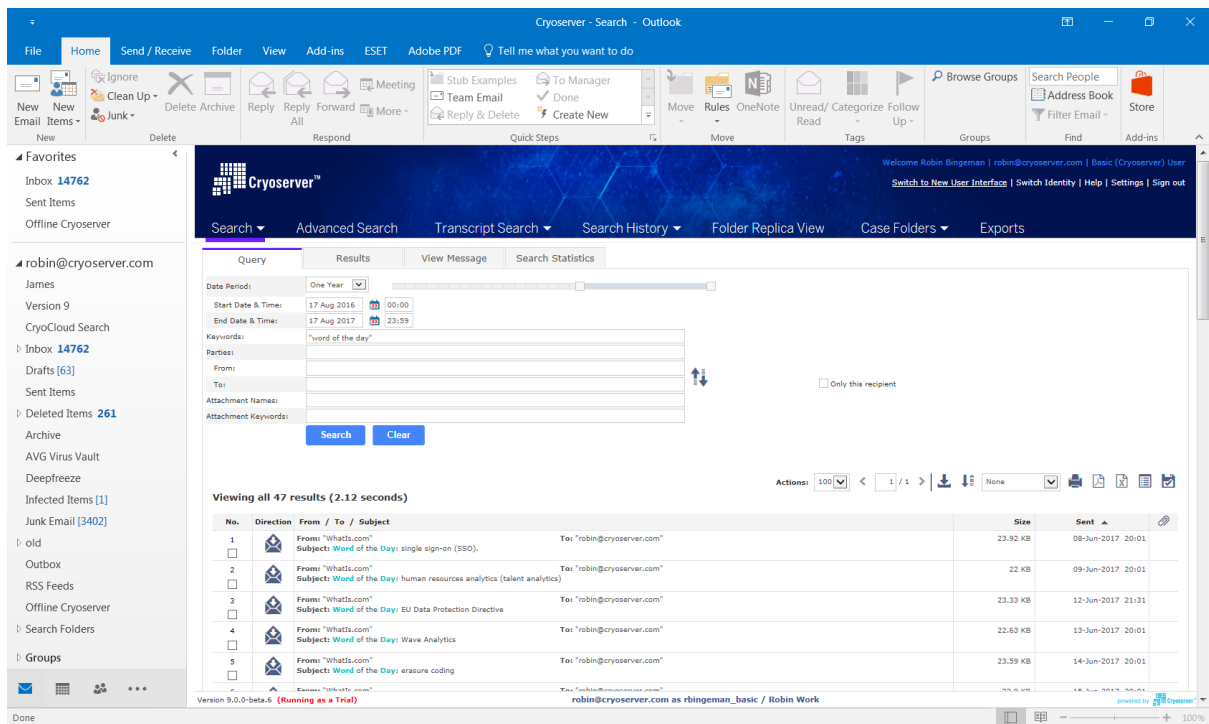
Basic	This User guide is relevant to all these users.
Basic LDAP	
Privileged	
Administrator	Administrator Guide
Data Guardian	

Main Page – MxVault User Interface

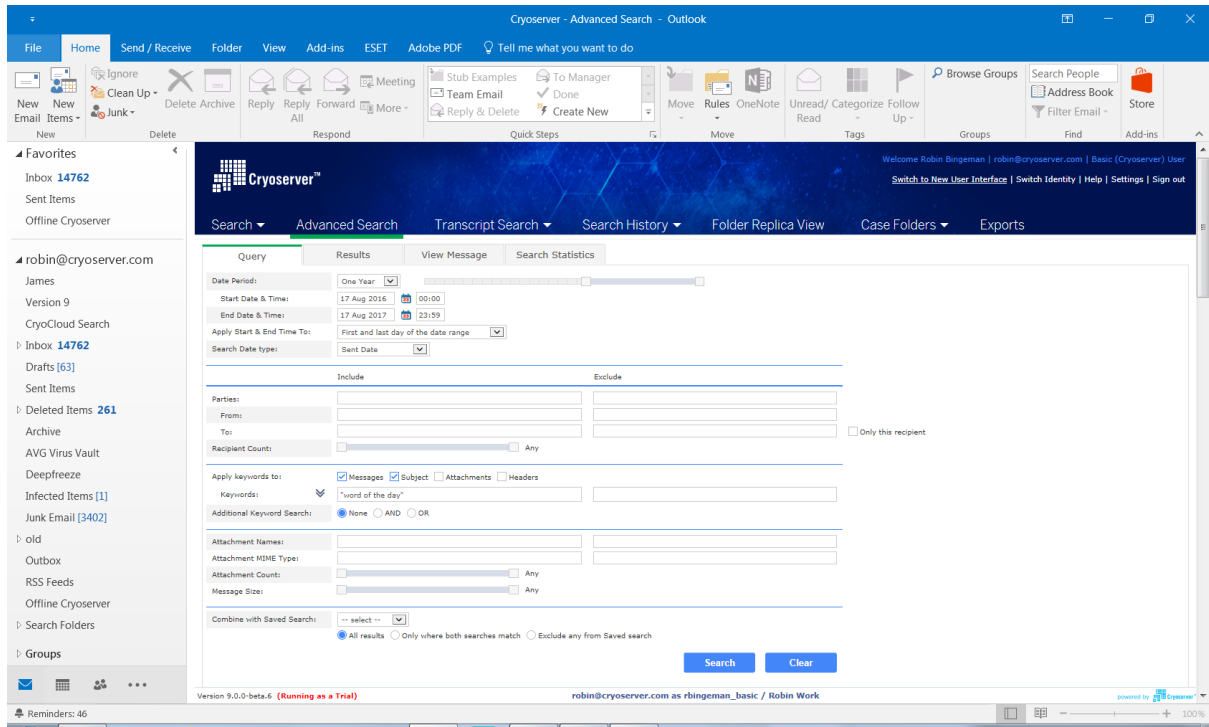
Version 9.x within Outlook



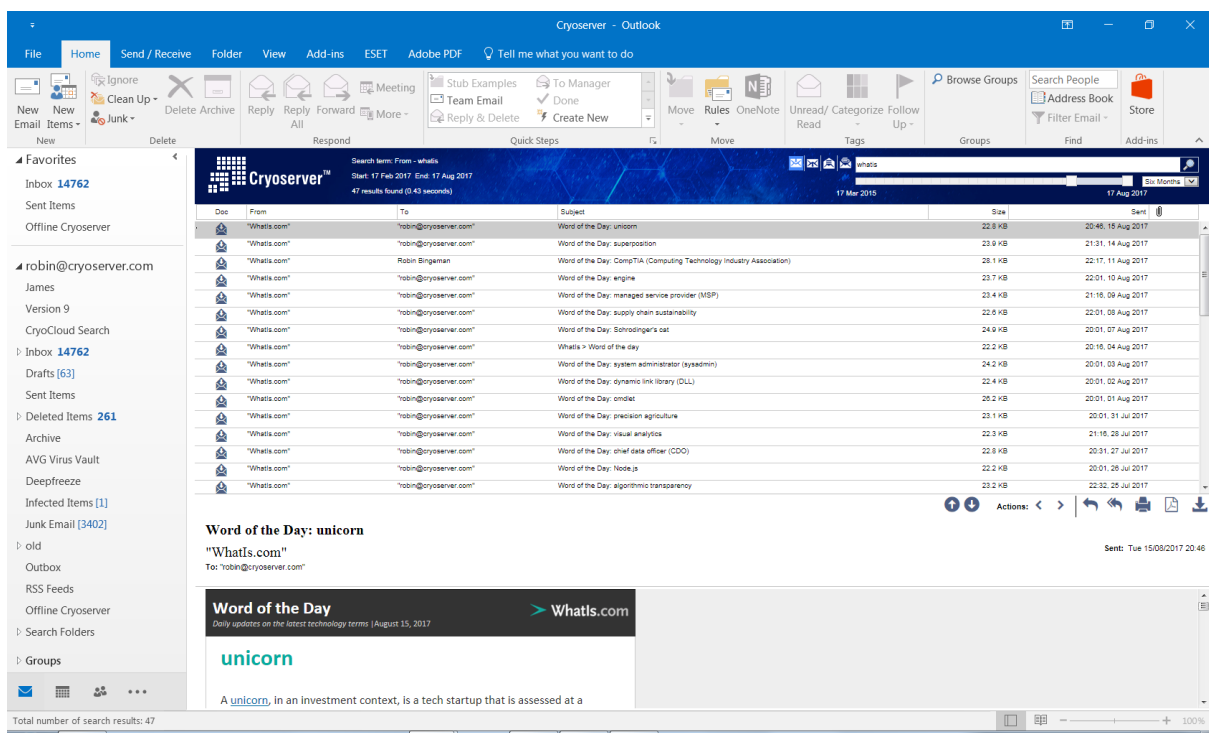
New Modern Interface within Outlook



Standard Classic Search

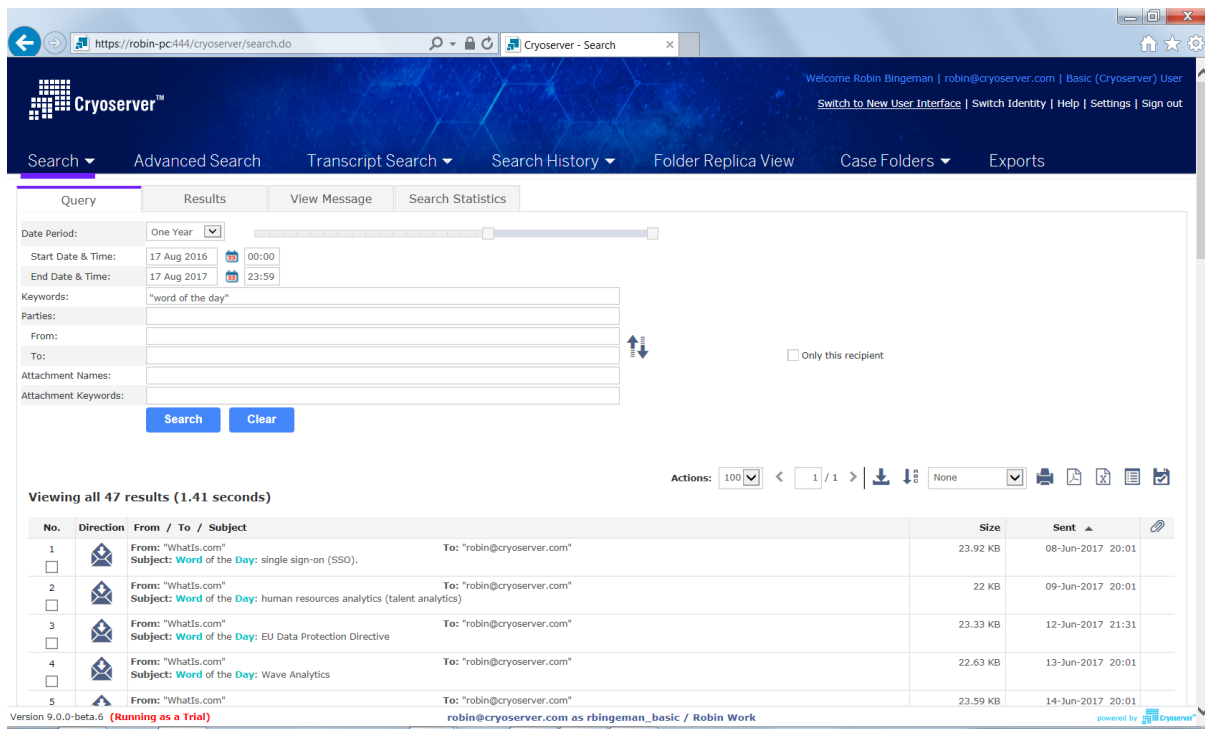


Advanced Classic Search



Search with Preview Pane View

Version 9.x within a web browser.



The main page has three tabs:

- Search
- Advanced Search
- Transcript Search – (Data Guardian Users only)
- Search History – history of all searches
- Folder Replica View – if licensed & activated the MxVault application can sync the folder structure replicating the users folder structure (Exchange & Office365)
- Case Folders - (Saved Searches) – a workplace for saving emails into a workspace
- Exports – history of emails being exported from the system

Searching


There are four search interfaces; Simple, Standard, Advanced and Search with Preview Pane. All approaches enable you to generate a list of emails that are ranked according to how closely they match the search criteria:


- Simple – a modern style interface
- Standard. The Classic search
- Advanced. Enhanced search criteria
- Search with Preview Pane – See [Simple User Interface](#) of this guide

Simple


Search


Search email archive


Contains the words: 


Any Words 


☐ Find result that have an email attachment.

Email Address: 

Separate senders with commas From 

Separate recipients with commas To 

Within the date range: 

Today 17 Aug 2017 - 17 Aug 2017 

[Reset](#)

Search Options

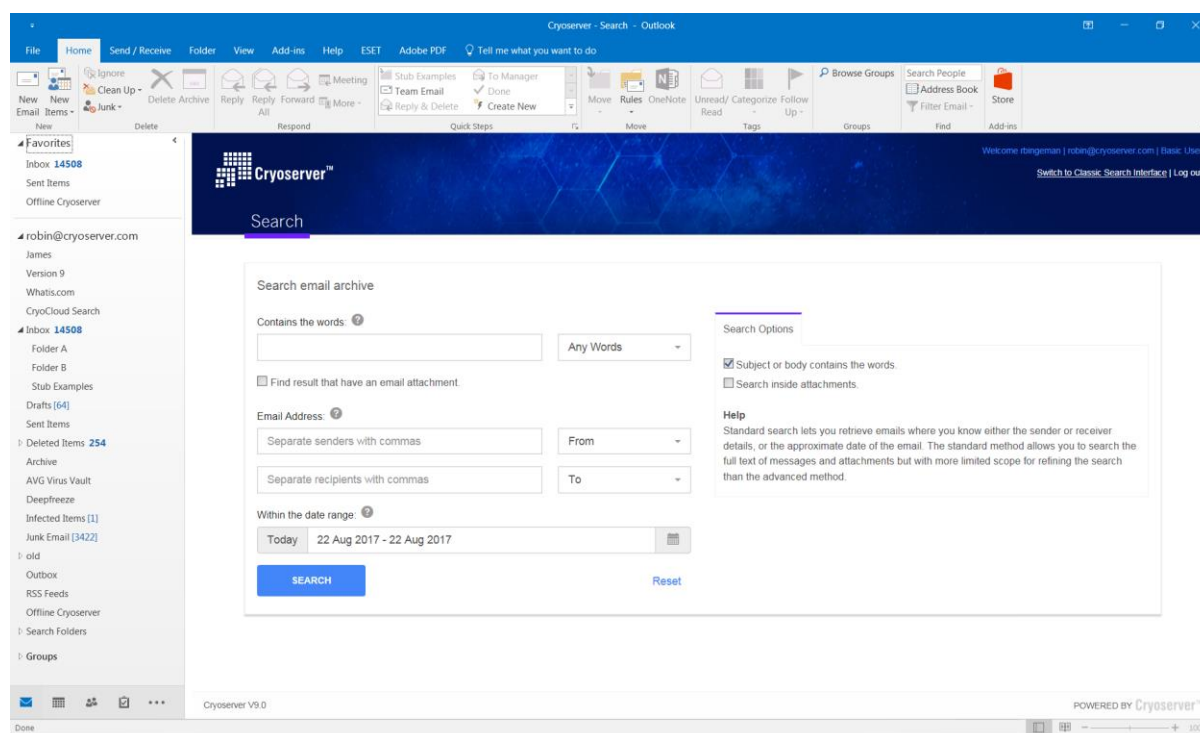
☒ Subject or body contains the words.
☐ Search inside attachments.

Help
 Standard search lets you retrieve emails where you know either the sender or receiver details, or the approximate date of the email. The standard method allows you to search the full text of messages and attachments but with more limited scope for refining the search than the advanced method.

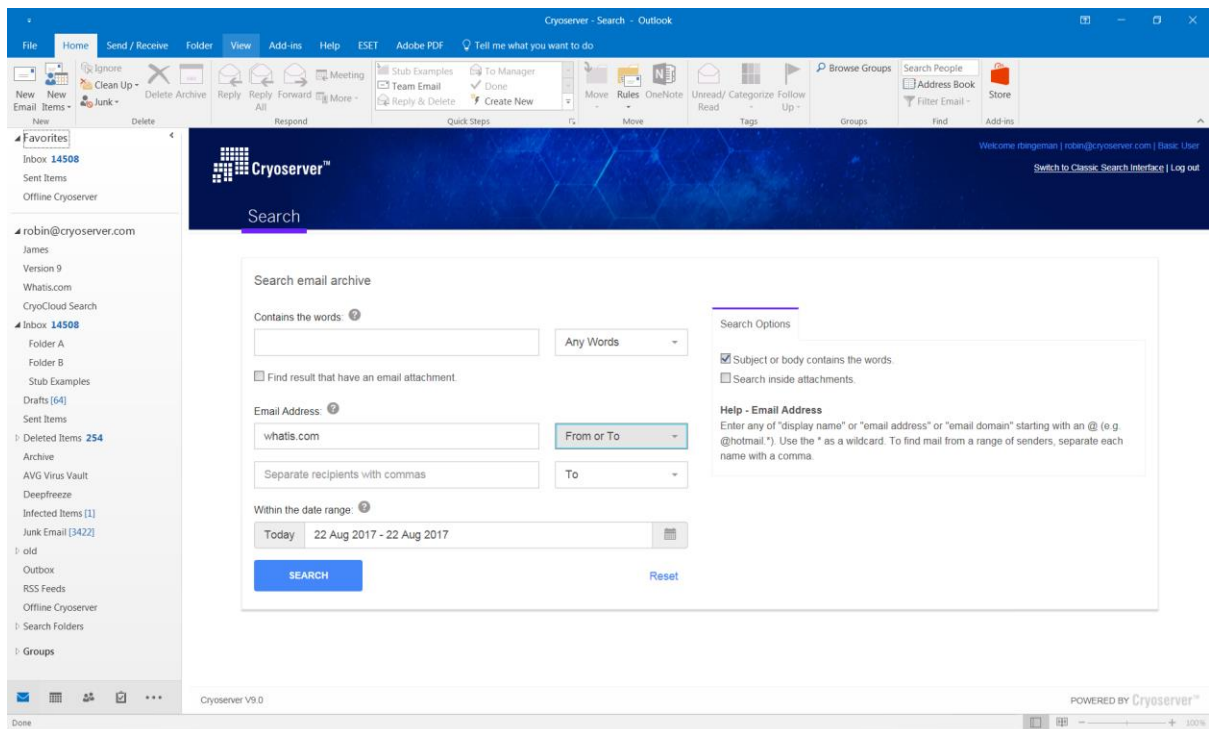
When you log in to MxVault, there is a single Search tab. Standard searches are used to retrieve email where you know any of these details:

- Any words in the subject or body
- Any words inside the attachments
- Emails where there must have an attachment - checkbox
- Who the email was from From, From or To
- Who the email was addressed To, To or From
- Approximate start and end dates when it was sent or received
- Search all correspondence to and from an address.

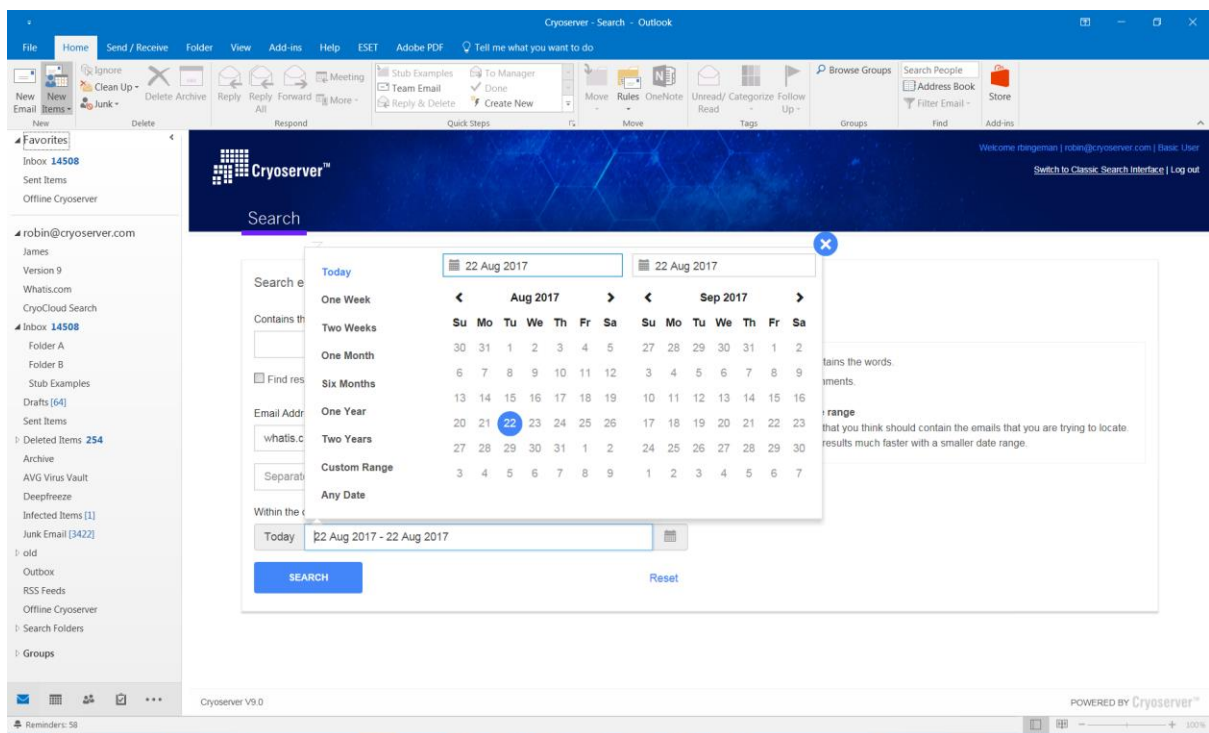
All the search interfaces have been designed to fully work within the mail client, such as Outlook.



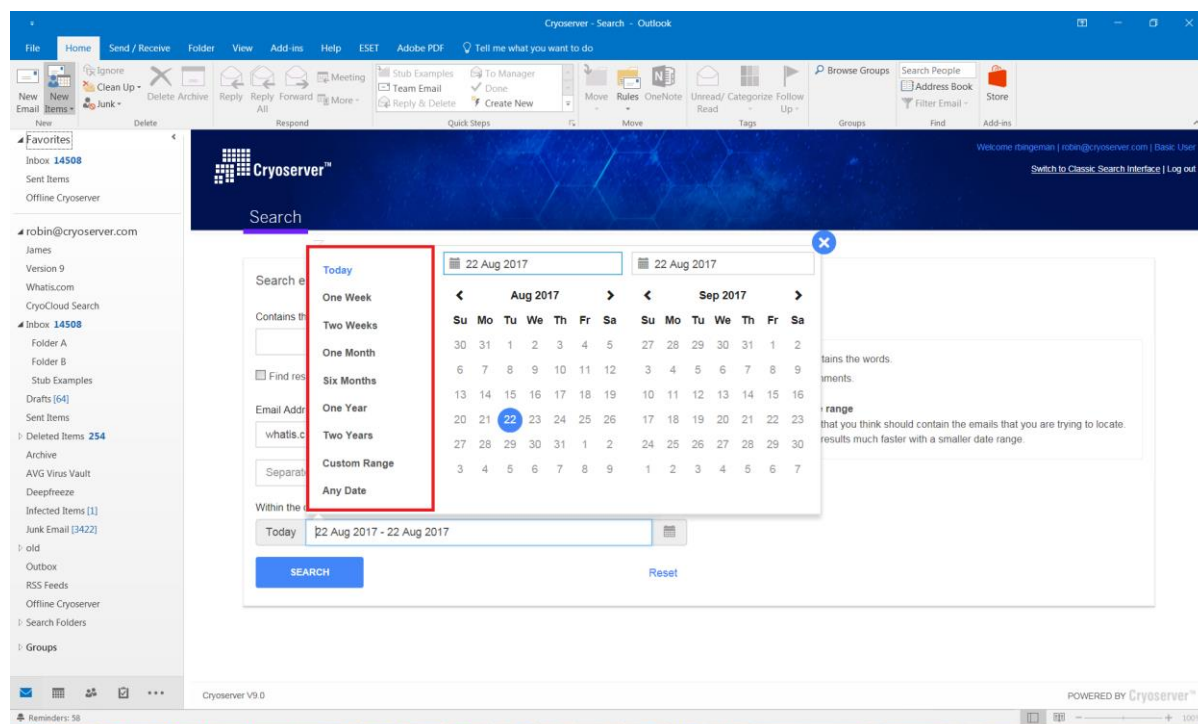
As an example to search for emails to or from where the Display Name is *whatis.com*. Please note: If it were to be a domain name only then you will need to do *@hotmail.** This is a domain only search which includes .com / .de / .uk etc... all level country domains are included. Where as *@hotmail.com* will be specifically .com and not .co.uk or any other combination.



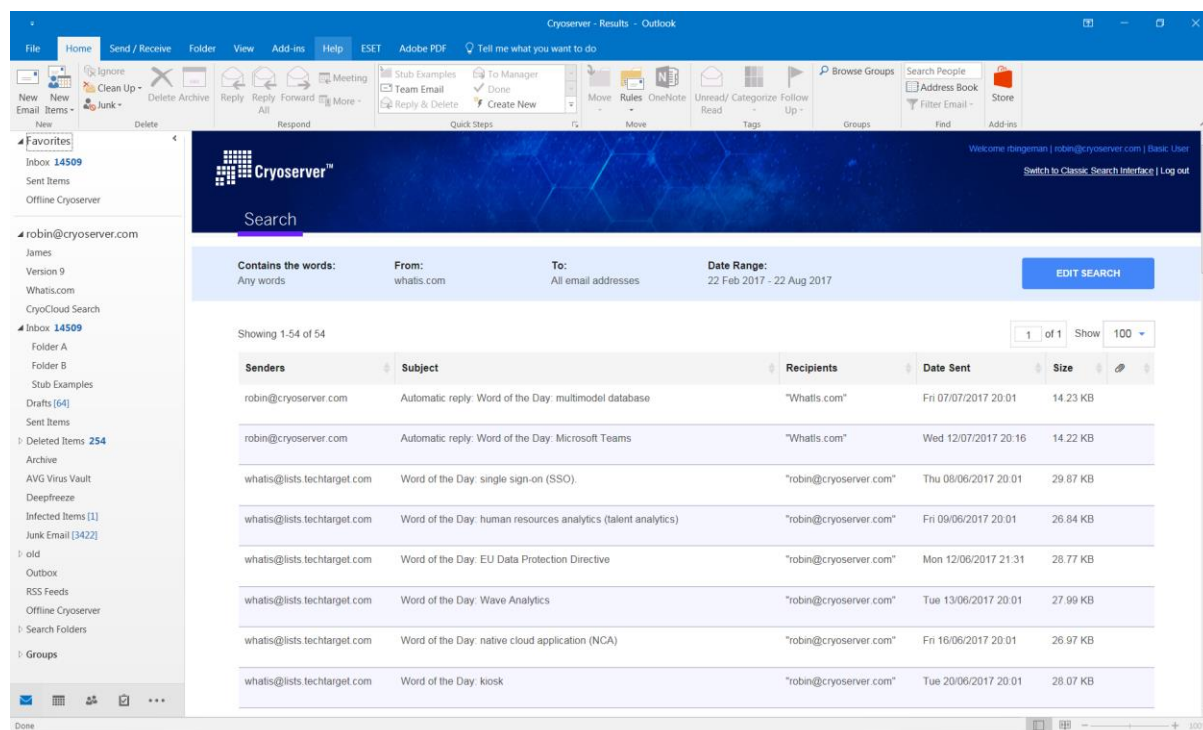
Select Date Range:



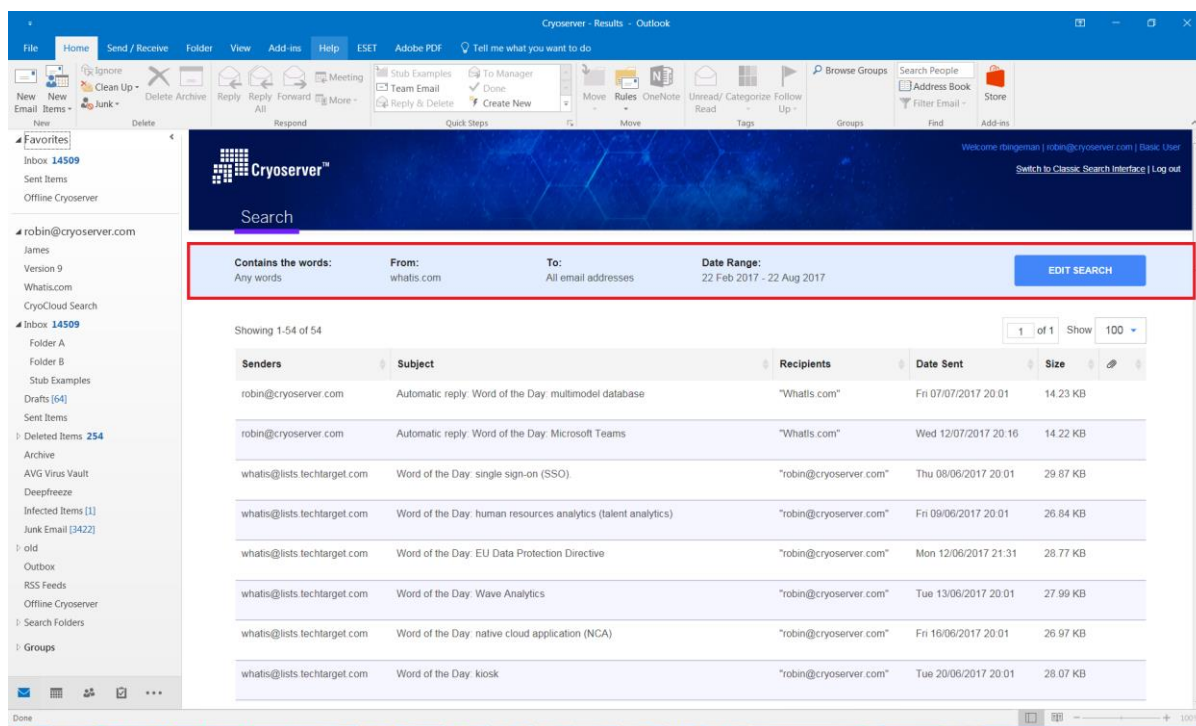
The data range allows for Quick Dates (shown within the Red highlighted Box) or Calendar Picker. The calendar picker requires you to select Custom Range. Then you are freely able to select a Start Date (left calendar) and end date (right calendar).



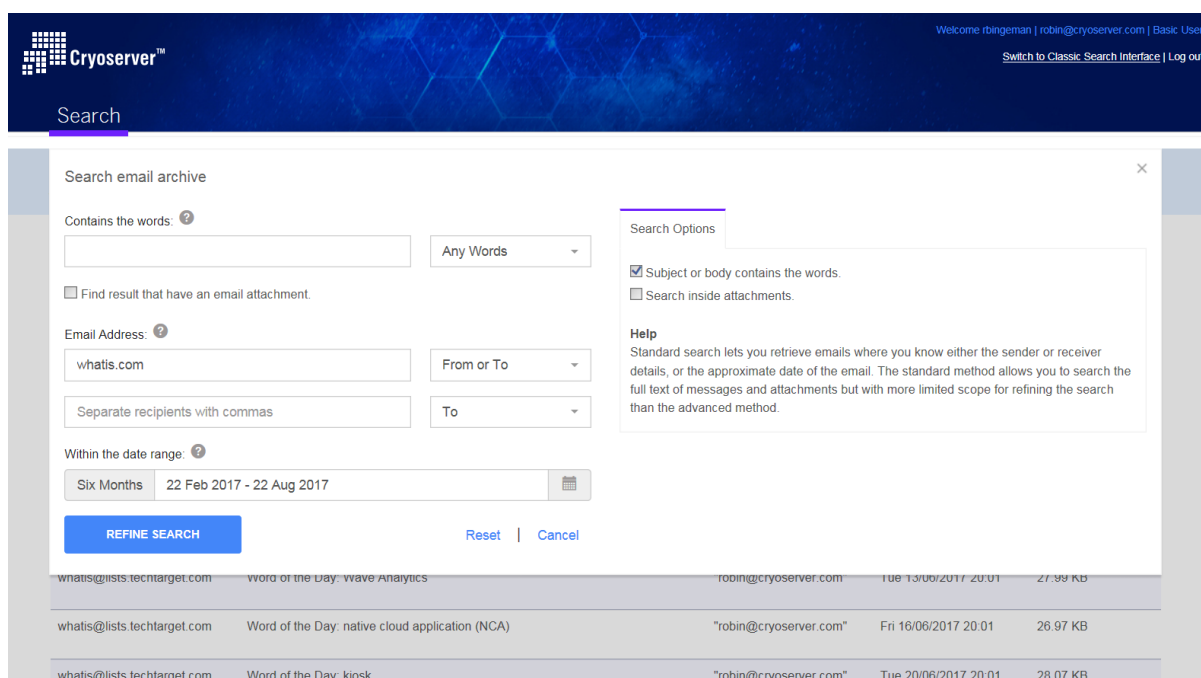
Select the preferred Date Range and then press Search:



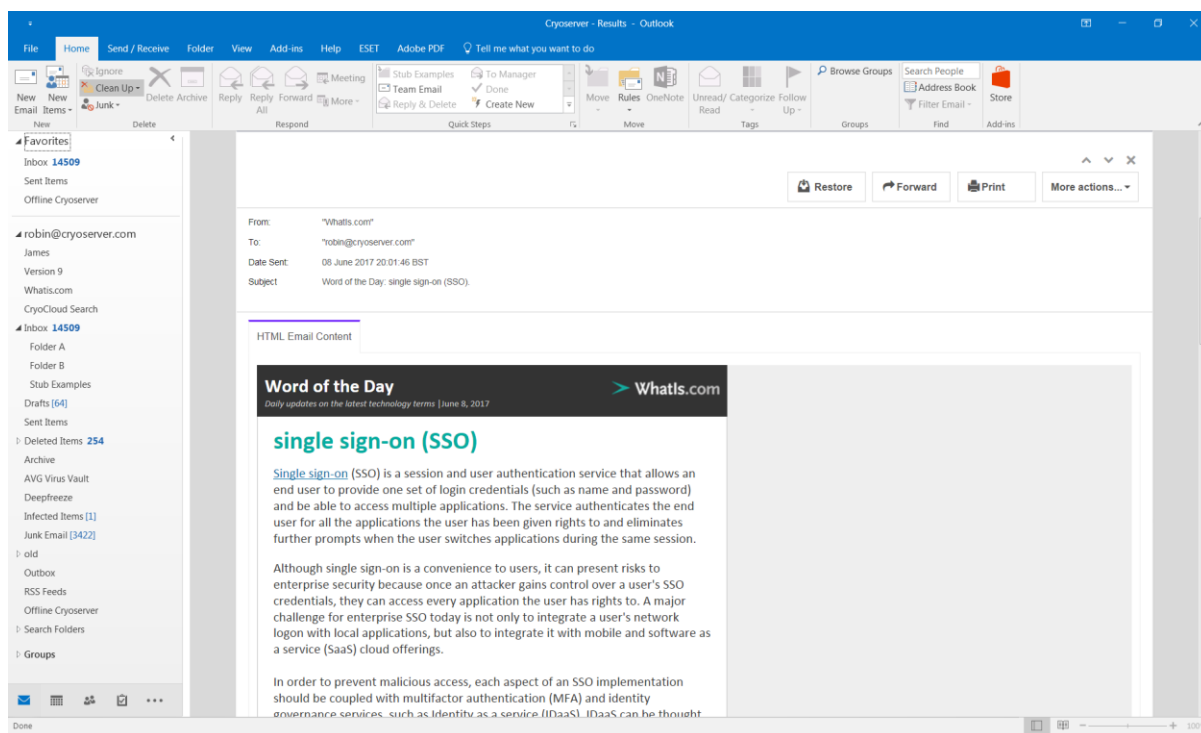
The top of the page shows the search criteria:



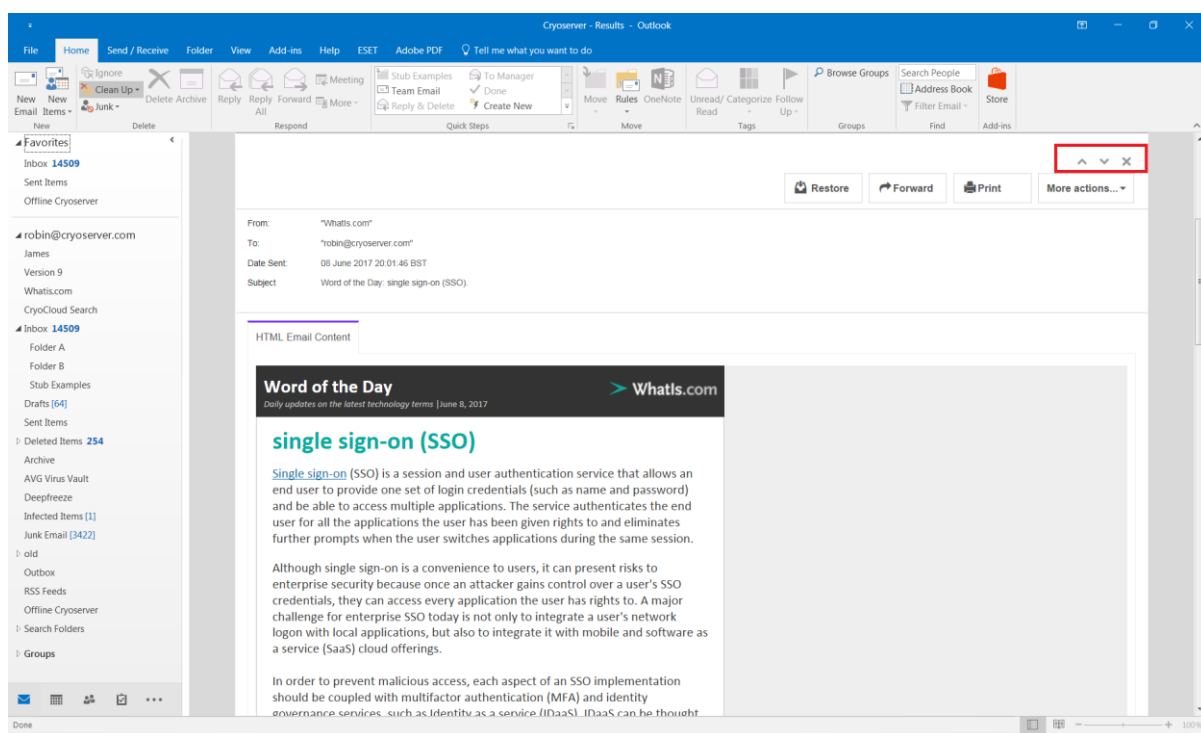
If the search criteria needs to be refined / edited the Edit Search button can be used. This will reveal the search panel as shown below.



When viewing the results page, each of the results are clickable. When clicking on the results the email is shown on top of the results as a layer:



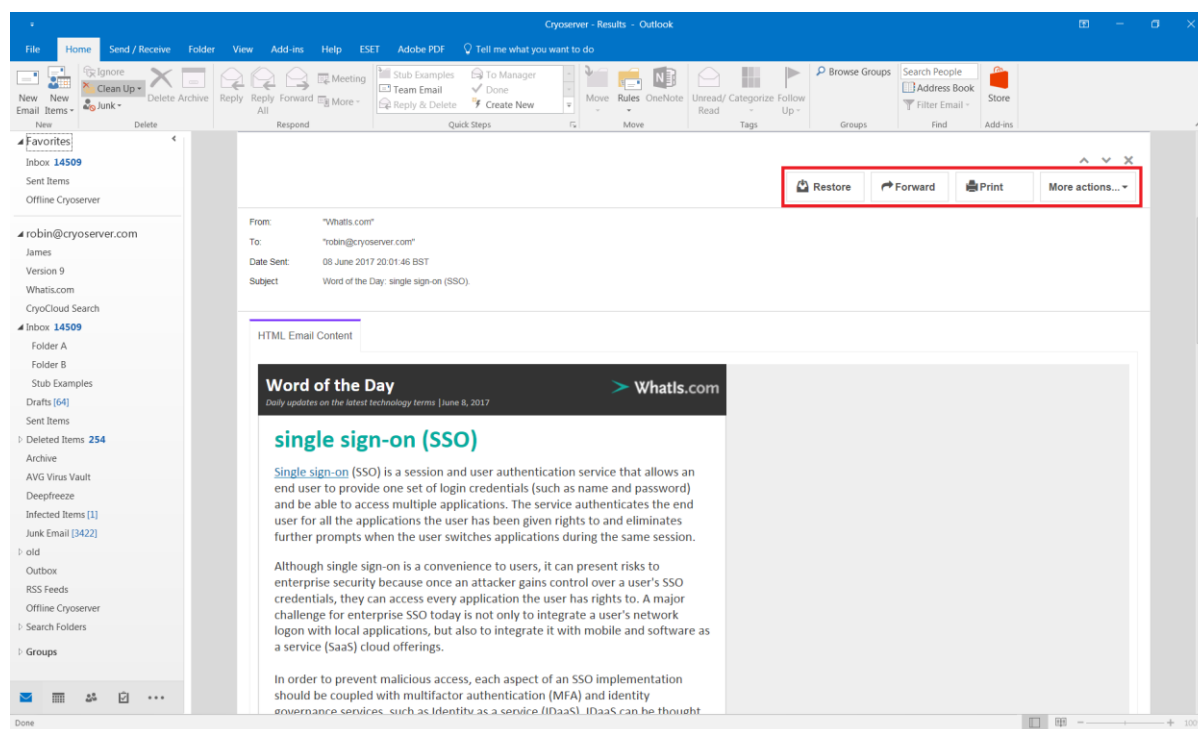
In the top right hand corner there are different Actions.



The icons represent move Up one result, Down one result and Close message view.

The interface supports moving up and down the results using the Up/Down Arrow keys on the keyboard.

The next line of Actions are Restore, Forward, Print and More Actions.



Restore – Allows the user to Restore the email back to the logged in user mailbox

Forward – allows the user to Forward emails to their or someone elses mailbox

Print – Printer Friendly version of the email.

More Actions reveals additional Action items, including the ability to Open the email using the local mail application. A quick reply and reply all using a mailto command. The user is able to reply to the message. Please note the reply contains a truncated version of the email, limited to 1024 characters. Export the email to PDF, converts the email into a PDF version. Show & Hide Headers to reveal the metadata behind the email.

To close the message view there are two options. Click outside the message view window i.e. on the grey area or press the x icon in the corner.

Standard Searches

The screenshot shows the Cryoserver search interface. At the top, there's a navigation bar with the Cryoserver logo and user information: "Welcome Robin Bingeman | robin@cryoserver.com | Basic (Cryoserver) User". Below this are links: "Switch to New User Interface", "Switch Identity", "Help", "Settings", and "Sign out". The main search area has a dark blue header with tabs: "Search", "Advanced Search", "Transcript Search", "Search History", "Folder Replica View", "Case Folders", and "Exports". The "Search" tab is active. Below the tabs, there are several search criteria fields: "Date Period" (set to "One Year" with a calendar icon), "Start Date & Time" (17 Aug 2016 00:00), "End Date & Time" (17 Aug 2017 23:59), "Keywords", "Parties" (with "From:" and "To:" sub-fields), "Attachment Names", and "Attachment Keywords". There are "Search" and "Clear" buttons at the bottom. A checkbox labeled "Only this recipient" is also visible.

When you log in to MxVault, the Search tab is selected by default. Standard searches are used to retrieve email where you know any one or more of these details:

- Date Period – Quick date selector (Today, One Week, 1 month, 6 months...)
- Start Date & Time
- End Date & Time
- Any words in the subject or body
- Parties – includes Sender & Receivers
- From - Who the email was from Sender
- To - Who the email was addressed to Receiver
- File names of attachments and/or file type
- Any words in the name or body of the attachments you are looking for
- Search all correspondence to and from an address.

Use as many search criteria as possible to achieve the most accurate results. The more criteria you enter in to the boxes, the closer the results will match what you are looking for.


Note: If you leave a blank field, it is not used for searching.

The next section gives examples of different criteria:

The screenshot shows the MxVault search interface with the following fields and options:

- Search** (dropdown menu)
- Advanced Search** (selected)
- Transcript Search** (dropdown menu)
- Search History** (dropdown menu)
- Date Period:** One Year (dropdown menu)
- Start Date & Time:** 17 Aug 2016 00:00 (calendar icon)
- End Date & Time:** 17 Aug 2017 23:59 (calendar icon)
- Keywords:** (text input)
- Parties:** (text input)
- From:** (text input)
- To:** (text input)
- Attachment Names:** (text input)
- Attachment Keywords:** (text input)
- Search** (button)
- Clear** (button)

Field	Usage/Notes	Examples
Date Period	Quick dates	<i>This hour, last hour, this morning, this afternoon, today, yesterday...</i>
Start Date	<p>The date to start searching from:</p> <ol style="list-style-type: none"> Click the calendar icon (📅) Click <input type="text" value="15 Aug 2012"/> 📅 <input type="text" value="00:00"/> into any of the fields and you can use the scroll wheel on the mouse or the Up/Down buttons on your keyboard to scroll through the days/months/years/hours/minutes To select today's date, click on the Date Period Drop down and click Today. To remove the date from the box, click the calendar icon 📅 and then Clear. 	<p>Start Date & Time: 17 Aug 2016 00:00</p> <p>End Date & Time: Prev Today Next</p> <p>Keywords:</p> <p>Parties:</p> <p>From:</p> <p>To:</p> <p>Attachment Names:</p> <p>Attachment Keywords:</p> <p>Clear Done</p>
<p>MxVault ignores all email sent before the start date. If you do not supply a date, MxVault starts searching from the earliest email. This may prolong searching and return to many results. Administrators may cap results returned to a limit of 1000 results, and the search will be halted. A message such as the following will appear: "Results are not complete. A limit of 1000 results per index is applied by the system administrator."</p> <p>If this needs to be increased please contact your Administrator, or press the Full Search button when you review the query:</p>		


End Date	<p>The last in a range of dates searched</p> <p>Click the calendar icon , then follow the same steps as for the Start Date Field (above).</p> <p>Emails sent after this date are excluded from the search.</p> <p>If you do not supply a date, MxVault searches for all email up to the present moment. This may prolong the search.</p>	
Keywords	Words to search for in the subject and body of your emails	<i>Review</i>
	Additional or words to refine your search , OR	<i>Review, jones</i>
		<i>Review jones</i>
		<i>Review OR jones</i>
	AND terms	<i>Review AND jones</i>
	AND ; &	<i>Review; jones</i>
		<i>Review & jones</i>
	Keywords will be highlighted in the emails brought up in the Search results	<i>Review</i>
	Wildcard searches	<i>Revi*</i>
	Exact expressions	<i>"Jones Review"</i>
Parties	Proximity	<i>"Jones review"~5</i>
	Jones review need to be within 5 words of each other	
	Note: Search terms are not case-sensitive	
From	All email sent to and/or from an email address	<i>a.person@cryoserver.com</i> or <i>a.person</i>
	Sender's name	<i>jbrown</i>
To	Alias lists in full	Name and mail domain: <i>jbrown@anydomain.com</i> Mail domain only: <i>@anydomain.com</i> <i>info@anydomain.com</i>
	Several senders' names separated by either comma, OR mean "or"	<i>jbrown, fsmith</i> <i>jbrown fsmith</i>
	A minus sign (-) in front of the name is used to exclude a sender	<i>-jbrown</i>
	Wildcard, will search for any combinations of characters after the entered characters. i.e. jbrown, jbroom, jbroadhurst	<i>jbrown*</i>
	Recipient's name	<i>See 'From' examples above</i>
	Alias lists in full	
	Several senders' names separated by comma, OR mean "or"	
From	Semi colon; AND, & these mean "AND"	<i>jbrown; fsmith</i> <i>jbrown & fsmith</i>

	A minus sign (-) in front of the name is used to exclude a sender	
Attachment Names	File name of an attachment	<i>Anyfile.doc or anyfile.pdf</i>
	You don't have to know the file type of the attachment	<i>Goods receipt</i>
	Several attachment file names can be added to search for more than one attachment.	<i>Anyfile1.doc,anyfile2.pdf</i>
	Or you know the first part	<i>Anfil*</i>
	Attachments you can search for are all Office attachments, PDF, txt attachments, and images	<i>.doc .xls .pdf .ppt .gif .jpg *.doc doc Office applications now have additional file extensions and we would recommend using .doc* to include .docx and .docx files as well.</i>

From:	robin
To:	
Attachment Names:	userguide.doc*
Attachment Keywords:	
	<input type="button" value="Search"/> <input type="button" value="Clear"/>

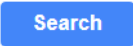
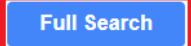
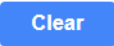
Attachment Keywords	Words to search for in attachments	<i>Computer</i>
	Additional Words to refine your search	<i>Docking station order</i>

Start Searching When you have completed the search

criteria, Click . The search starts and see a progress bar. After the search has completed, you will see the results.

Results are capped, set by your administrator. In the example below capping is set to 10,000 results per storage node. To override this setting, press Full Search. Please note Full Search may take a little longer to produce all the results. We would recommend reviewing the search criteria to fine tune the results.

Attachment Keywords:

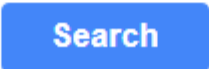
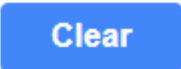
  

Actions:

Results are not complete. A limit of 10000 results per index is applied by the system administrator.

The following search criteria will find emails sent from *whatis(something)*:

Keywords:	<input type="text"/>
Parties:	<input type="text"/>
From:	<input type="text" value="whatis"/>
To:	<input type="text"/>
Attachment Names:	<input type="text"/>
Attachment Keywords:	<input type="text"/>

Results of the search:

Search

Advanced Search

Transcript Search

Search History

Folder Replica View

Case Folders

Exports

Query

Results

View Message

Search Statistics

Date Period: One Year

Start Date & Time: 17 Aug 2016 00:00

End Date & Time: 17 Aug 2017 23:59

Keywords:

Parties:

From: whatis

To:

Attachment Names:

Attachment Keywords:

Search

Clear

Only this recipient

Actions: 100 / 1

None

Print

PDF

Excel

CSV

JSON

Viewing all 47 results (1.23 seconds)

No.	Direction	From / To / Subject	Size	Sent		
1		From: "WhatIs.com" Subject: Word of the Day: single sign-on (SSO).	To: "robin@cryoserver.com"	23.92 KB	08-Jun-2017 20:01	
2		From: "WhatIs.com" Subject: Word of the Day: human resources analytics (talent analytics)	To: "robin@cryoserver.com"	22 KB	09-Jun-2017 20:01	
3		From: "WhatIs.com" Subject: Word of the Day: EU Data Protection Directive	To: "robin@cryoserver.com"	23.33 KB	12-Jun-2017 21:31	
4		From: "WhatIs.com" Subject: Word of the Day: Wave Analytics	To: "robin@cryoserver.com"	22.63 KB	13-Jun-2017 20:01	

Advanced Searches

To the right of the Search tab is the Advanced Search tab. This allows for more complex searches to be conducted. The left hand side boxes are Include terms and the Right hand boxes for exclusion of terms.

The screenshot shows the Advanced Search interface with two main columns: 'Include' (highlighted with a green border) and 'Exclude' (highlighted with a red border). The 'Include' column contains fields for Parties, From (with the value 'whatis'), To, Recipient Count (with a slider and 'Any' option), Apply keywords to (with checkboxes for Messages, Subject, Attachments, and Headers), Keywords (with a dropdown arrow), Additional Keyword Search (with radio buttons for None, AND, and OR), Attachment Names, Attachment MIME Type, and Attachment Count (with a slider and 'Any' option). The 'Exclude' column is currently empty.

The advanced search is broken into 5 sections:

1. Date / Time
2. Email Addresses and Number of Recipients
3. Keywords – Body, Attachments, Header with Spelling Stems. Sound Similar, Proximity
4. Attachment Names, Types, Number of Attachments, Size of Email
5. Combine a new search with a saved search.

As with the standard searching, the Advanced Search is for more sophisticated searching. By completing relevant sections you can filter your search to achieve more exact results.

The screenshot shows the full Advanced Search interface. At the top, there are tabs: Search, Advanced Search (active), Transcript Search, Search History, Folder Replica View, and Case Folders. Below the tabs, there are date and time filters: Date Period (One Year), Start Date & Time (17 Aug 2016 00:00), End Date & Time (17 Aug 2017 23:59), Apply Start & End Time To (First and last day of the date range), and Search Date type (Sent Date). The main search area is divided into 'Include' and 'Exclude' columns. The 'Include' column contains fields for Parties, From (whatis), To, Recipient Count (slider, Any), Apply keywords to (Messages, Subject, Attachments, Headers), Keywords (dropdown), Additional Keyword Search (None, AND, OR), Attachment Names, Attachment MIME Type, Attachment Count (slider, Any), and Message Size (slider, Any). The 'Exclude' column is empty. At the bottom, there is a 'Combine with Saved Search' section with a dropdown menu and radio buttons for 'All results', 'Only where both searches match', and 'Exclude any from Saved search'. There are 'Search' and 'Clear' buttons at the bottom right.

The Keywords boxes can entertain complex searching. The boxes expand on the amount of entries.

Apply keywords to: ☒ Messages ☒ Subject ☐ Attachments ☐ Headers

Keywords: (keyword1 AND keyword2) OR (keyword3 AND keyword4) OR (keyword5 AND keyword6) OR (keyword7 AND keyword8) OR (keyword9 AND keyword10) OR (keyword11 AND keyword12) OR (keyword13 AND keyword14) OR (keyword15 AND keyword16)

Additional Keyword Search: ☒ None ☐ AND ☐ OR

Attachment Names:

Attachment MIME Type:

Advanced searching methods consists of:

- Searching keywords in the message body
- Keywords in subject
- Keywords in attachments
- Keywords in the headers – can be used for identifying classification tags
- Searching for email only, attachments only, or both together.
- Searching for words individually or together.
- Choosing whether to search for exact words, derivations, or words with similar spelling.

Alternatively, clicking on the following double arrow icon reveals additional granular functionality:

Apply keywords to: ☒ Messages ☒ Subject ☐ Attachments ☐ Headers

Keywords:

Additional Keyword Search: ☒ None ☐ AND ☐ OR

Attachment Names:

Will expand the Keywords panel to reveal Proximity Drop Down Menu, 3 additional keyword boxes with radio buttons.

Apply keywords to: ☒ Messages ☒ Subject ☐ Attachments ☐ Headers

Include Keyword

All of these words

All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).

Exclude Keyword

All of these words

All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).

Additional Keyword Search: ☒ None ☐ AND ☐ OR

Attachment Names:

Highlighted in red are the ability to determine all of these words as well as to achieve proximity searches.

Apply keywords to: ☒ Messages ☒ Subject ☐ Attachments ☐ Headers

Include

Keyword

All of these words

All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).

Additional Keyword Search: ☒ None ☐ AND ☐ OR

Exclude

Keyword

All of these words

All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).

Attachment Names:

When you click on the will reveal an additional search panel:

This allows you to do Spelling Stem & Sound Similar search terms, as described in the next section.

Apply keywords to: ☒ Messages ☒ Subject ☐ Attachments ☐ Headers

Include

Keyword

All of these words

All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).

Additional Keyword Search: ☒ None ☐ AND ☐ OR





















Exclude

Keyword

All of these words

All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).

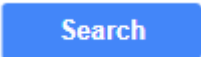
Field	Usage/Notes	Examples																
Search Area	To search messages without their attachments select Messages	<div>Apply keywords to: <input checked="" type="checkbox"/> Messages</div>																
	To only search attachments, select Attachments	<div>Apply keywords to: <input type="checkbox"/> Messages <input type="checkbox"/> Subject <input checked="" type="checkbox"/> Attachments</div>																
	To search for messages and their attachments, select Messages and Attachments	<div>Apply keywords to: <input checked="" type="checkbox"/> Messages <input type="checkbox"/> Subject <input checked="" type="checkbox"/> Attachments</div>																
Keyword Search	Type in words to be search for, where “All of these words”	This searches for all emails and attachments where all of these words are included.																
AND	<div>Apply keywords to: <input checked="" type="checkbox"/> Messages <input type="checkbox"/> Subject <input checked="" type="checkbox"/> Attachments <input type="checkbox"/> Header</div> <div>Include <div>All of these words</div></div> <div>All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).</div> <div>One of these criteria for each keyword or set of keywords:</div>	<div><div>Keyword</div><table><tr><td>jack</td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>jill</td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>hill</td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td></td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></table></div>	jack	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	jill	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	hill	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
jack	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>															
jill	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>															
hill	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>															
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>															
OR	<div><div>Any of these words</div></div> <div>Additional Keyword Search</div> <div>Any of the words to search on</div>	<div>Jack jill hill</div> <div>Apply keywords to: <input checked="" type="checkbox"/> Messages <input type="checkbox"/> Subject <input checked="" type="checkbox"/> At</div> <div>Include <div>Any of these words</div></div> <div>Any of the keywords must appear.</div> <div><div>Keyword</div><table><tr><td>jack</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>jill</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>hill</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr></table></div>	jack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	jill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	hill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
jack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>															
jill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>															
hill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>															
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>															
WITHIN 5 WORDS	Additional Keyword Search All of these words will be searched for.	Jack jill hill																

		<div>Apply keywords to: <input checked="" type="checkbox"/> Messages</div> <div>Include  Keyword</div> <div><div>Close together </div><div>All keywords must appear, separated by up to 5 words. Stem and Sounds-like options are ignored.</div></div> <div><div>jack</div><div>jill</div><div>hill</div></div>
No modifier	No modifier:  Used to search for the specified keyword.	Jack
Spelling stems	Spelling Stems:  Used to search for words that may be derived from a root word. Derivatives are ranked lower than words that exactly match the word specified.	Jill, jilly, jillian Or Halt, halts, halting, halted
Sounds similar	Sounds similar: 	Searching for “Microsoft” returns “microsite” and “microscope” MxVault finds “foam” when you search for “roam”. “Owl” will return “bowl” “Hill” will return bill, sill, fill
Example of a complex search:		
	<div>Include </div> <div><div>Close together </div><div>All keywords must appear, separated by up to 5 words. Stem and Sounds-like options are ignored.</div></div>	<div>Keyword</div> <div><div>jack</div><div>jill</div><div>hill</div></div> <div><div></div><div></div><div></div></div> <div><div></div><div></div><div></div></div> <div><div></div><div></div><div></div></div> <div><div></div><div></div><div></div></div>
Proximity	Group these words Used to specify the scope of the keywords. You can match phrases such as “Application on	<div>All of these words </div> <div>All keywords must be in at least one of the selected message parts (Message/ Attachments/ Headers).</div>

	<p>the Internet” with the keywords “applications” “internet”</p> <p>All of these words = all the words entered into the boxes must reside in the message</p> <p>Close together = a maximum of 5 words separating each word.</p> <p>Fairly close = a maximum of 20 words separating each word.</p> <p>Any of these words = the words can reside anywhere in the email.</p> <p>Please note stop words, i.e. “a” “I” “the” “of” etc... are ignored. i.e. 1, 2 character words or stop words are ignored.</p>
Exclude	<p>Your choice of words. Messages containing them will be excluded from the search results.</p> <p>Specify the words that</p>

should be
excluded from
the search in
Keyword
boxes.

Follow the
procedures for
Keyword
Search and
Proximity.

By clearly defining your search criteria, the results will be high quality results. Once the criteria has been defined press . Dependent on the complexity of the search criteria defined, results may take a little longer to complete on screen.

Analysing Search Results

If the search cannot find a match, you will see the following message:

“No messages matched your search criteria, please try again.”

From:	joe.bloggs
To:	
Attachment Names:	userguide.doc
Attachment Keywords:	



No messages matched your search criteria, please try again.

To improve the chances of finding the email, try broadening the search by:

- widening the date range
- removing the start or end date
- reducing the number of keywords
- removing all or reducing the number of recipients.





Auto Suggest

To help with more accurate searching MxVault now supports auto suggest, which works particularly well with email addresses. By typing within certain boxes and pressing **CTRL & SPACE** after typing in three or more characters, a drop down suggestions list is provided, as shown in the following screenshots. This can help users find the email more swiftly.

The screenshot shows the Cryoserver search interface. At the top, the search term is 'From OR To - rob' with a date range from '23 Feb 2017' to '23 Aug 2017'. Below this is a table with columns: Doc, From, To, Subject. A dropdown menu is open for the 'To' field, showing suggestions: 'rob.ashall@alpaca.uk.com', 'rob.blair@preemacleaning.co.uk', and 'rob.brown@scc.com'.

Please choose a date range and/or one or more fields to search upon, together with one or more keywords, and then press search.

Press one or more of the following icons to search for the required field:

-  Sender's name(s) or email address(es)
-  Recipient's name(s) or email address(es)
-  Search for words in the subject or email body text
-  Search for words that were extracted from all attachments

The screenshot shows the Cryoserver search interface with the 'Advanced Search' tab selected. The search term is 'rob'. The date range is 'Six Months' from '23 Feb 2017 00:00' to '23 Aug 2017 23:59'. The 'Parties' field is set to 'rob'. The 'From' field is set to 'rob.ashall@alpaca.uk.com'. The 'To' field is set to 'rob.blair@preemacleaning.co.uk'. The 'Attachment Names' field is set to 'rob.brown@scc.com'. The 'Attachment Keywords' field is set to 'rob.evans@eventa.co.uk'. There is a checkbox for 'Only this recipient'.

Right Mouse Click

MxVault provides right mouse click on the search results to enable the action icons to be available from the results page. This helps users to access the Action icons displayed on the Message view page from the results page, removing the need to have to open a message to restore a message or any other action.

The screenshot shows the MxVault web interface. At the top, there's a navigation bar with the Cryoserver logo and user information: "Welcome Robin Bingeman | robin@cryoserver.com | Basic (LDAP) User". Below this are links: "Switch to New User Interface", "Switch Identity", "Help", "Settings", and "Sign out". The main navigation bar includes "Search", "Advanced Search", "Transcript Search", "Search History", "Folder Replica View", and "Case Folders". The "Search" tab is active, showing a "Query" sub-tab. The search results page displays "Viewing all 55 results (1.63 seconds)". A table lists search results with columns: No., Direction, From / To / Subject, Size, and Sent. A right-click context menu is open over the first result, showing actions: Open, Reply, Reply All, Export to PDF, Download as .eml, Restore to Inbox, and Forward to Inbox. The first result is from "WhatIs.com" to "robin@cryoserver.com" with subject "Word of the Day: single sign-on (SSO)".

Search Summary

Emails that match the search criteria are listed in order of relevance.

For each email, the header information including date, time and size is displayed. The first few lines of the email are also shown, and a paperclip symbol () indicates the presence of attachments.

Keywords that you specified for your search will be highlighted.

The screenshot shows the MxVault search interface. On the left, there's a search criteria form with fields: Keywords (Dominoes), Parties, From, To, Attachment Names, and Attachment Keywords. Below these are "Search" and "Clear" buttons. On the right, there's a checkbox "Only this recipient". Below the search criteria, the results section shows "Viewing the only result (1.73 seconds)". A table lists the search result with columns: No., Direction, From / To / Subject, Size, and Sent. The result is from "Dominoes" to "robin.bingeman@cryoserver.com" with subject "Win a Dominoes Gift Card".

Quick Sort

Press an underlined column title to sort the order. i.e. clicking on the sent heading will sort in data order, **Sent** clicking for a second time will reverse the order **Sent**.

Keyword Summary

The system can show a short summary of the email content, with any search keywords highlighted.

The administrator may turn off summary view or you can adjust this via your preferences [Settings](#) to show None, 3 lines preview, 6 lines preview.

Message Summary Setting

Message Summary:

- ☐ Default (Use company level setting: Short)
- ☒ No (No message summary)
- ☐ Short (Max 300 characters)
- ☐ Long (Max 600 characters)

Save

Action Buttons

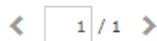


Page Size Select a number from the drop-down menu to change the page size, number of results shown.



Page Number

Navigate from Page 1 / 7, to Page 4 / 7 enter a number into the box:



Store to Folder

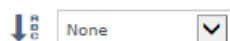
To save this search, click on:



Sort Order

Customise the sort order:

This is in addition to the *Quick Sort* by clicking the column titles.

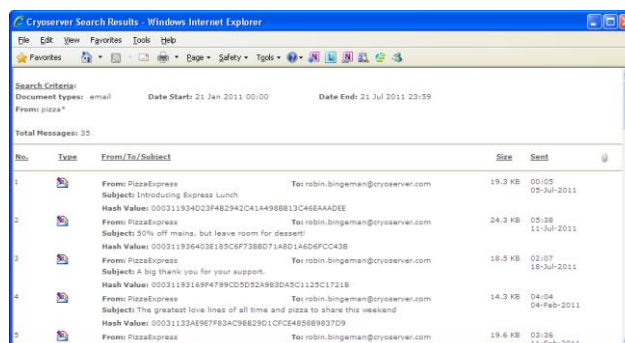


Print Results



Print the results, click on:

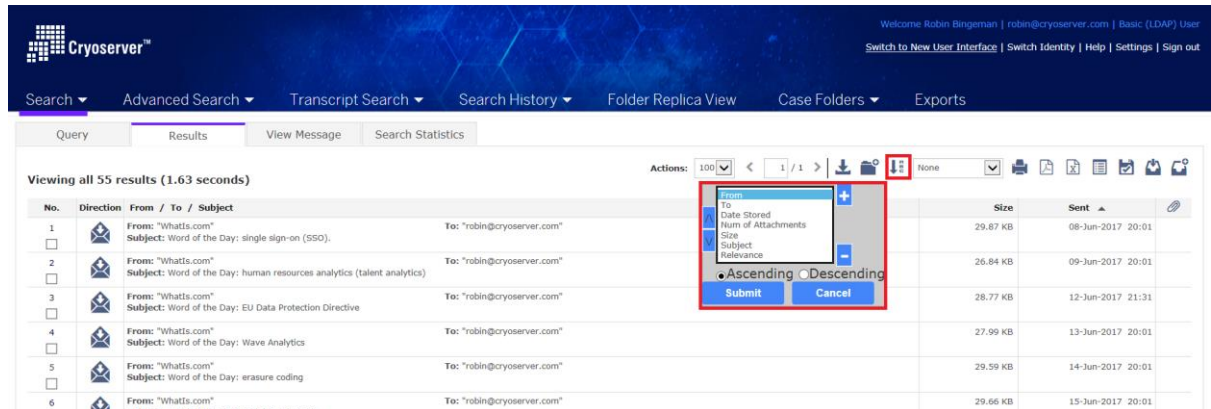
A separate browser window will show that is optimised for Printing.



Sorting Search Results

There are two ways to sort your search results:

- Click Customise Sort Order. A pop-up list box is displayed showing default criteria of: From, To, Date Stored, Number of Attachments, Size, Subject and Relevance. You can click Ascending or Descending to change the sort order.



Or

- Click any of the underlined column headings or the paperclip symbol (🔗). These will sort based on the selection chosen. Sent is selected with the list ascending.

No.	Direction	From / To / Subject	Size	Sent	🔗
-----	-----------	---------------------	------	------	---

Sorting on Additional Criteria

To sort on additional criteria, click **Plus (+)** to add an item to the list and then click Submit. To remove an item from the list, click **Minus (-)**.

Viewing Messages

This section describes how you can view your messages.

Query

Results

View Message

Search Statistics

Actions:

100

<

1 / 1

>

None

Viewing all 55 results (1.63 seconds)

No.	Direction	From / To / Subject	Size	Sent		
1		From: "Whatls.com" Subject: Word of the Day: single sign-on (SSO).	To: "robin@cryoserver.com"	29.87 KB	08-Jun-2017 20:01	
2		From: "Whatls.com" Subject: Word of the Day: human resources analytics (talent analytics)	To: "robin@cryoserver.com"	26.84 KB	09-Jun-2017 20:01	
3		From: "Whatls.com" Subject: Word of the Day: EU Data Protection Directive	To: "robin@cryoserver.com"	28.77 KB	12-Jun-2017 21:31	
4		From: "Whatls.com" Subject: Word of the Day: Wave Analytics	To: "robin@cryoserver.com"	27.99 KB	13-Jun-2017 20:01	
5		From: "Whatls.com" Subject: Word of the Day: erasure coding	To: "robin@cryoserver.com"	29.59 KB	14-Jun-2017 20:01	
6		From: "Whatls.com" Subject: Word of the Day: social engineering	To: "robin@cryoserver.com"	29.66 KB	15-Jun-2017 20:01	
7		From: "Whatls.com" Subject: Word of the Day: native cloud application (NCA)	To: "robin@cryoserver.com"	26.97 KB	16-Jun-2017 20:01	
8		From: "Whatls.com" Subject: Word of the Day: serverless backup	To: "robin@cryoserver.com"	29.51 KB	19-Jun-2017 21:46	
9		From: "Whatls.com" Subject: Word of the Day: kiosk	To: "robin@cryoserver.com"	28.07 KB	20-Jun-2017 20:01	

Click on the chosen message and the message will be retrieved from the archive and displayed on screen, as below.:

Welcome Robin Bingeman | robin@cryoserver.com | Basic (LDAP) User
[Switch to New User Interface](#) | [Switch Identity](#) | [Help](#) | [Settings](#) | [Sign out](#)

Search ▾ | Advanced Search ▾ | Transcript Search ▾ | Search History ▾ | Folder Replica View | Case Folders ▾

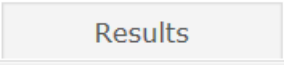
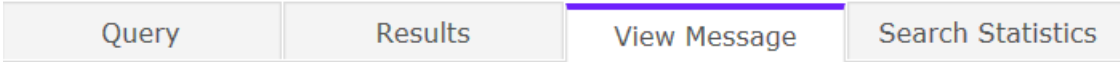
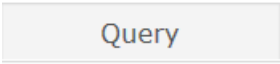
Query	Results	View Message	Search Statistics
<input type="checkbox"/> Select this message for further action(s) <div> <div>Actions:</div> <div><</div> <div>2</div> <div>/ 53</div> <div>></div> <div>↶</div> <div>↷</div> <div>Print</div> <div>Export</div> <div>Download</div> <div>Share</div> </div>			
<div> <div>From:</div> <div>"Whatls.com" <Whatls@lists.techtarget.com></div> </div> <div> <div>To:</div> <div>"robin@cryoserver.com" <robin@cryoserver.com></div> </div> <div> <div>Date Sent:</div> <div>18 August 2017 20:01:34 BST</div> </div> <div> <div>Attachments:</div> <div>(none)</div> </div> <div> <div>Subject:</div> <div>Word of the Day: Microsoft Windows Defender</div> </div>			

Word of the Day

Daily updates on the latest technology terms | August 18, 2017

Microsoft Windows Defender

[Windows Defender](#) is Microsoft's antimalware software. Defender works with Windows Update to automatically install new virus definition files as they are published and provide computers using the Microsoft operating system (OS) with both real-time and anytime scanning options.

- To return to the results, click on  on the breadcrumb tab:

- To return back to the query, click on 

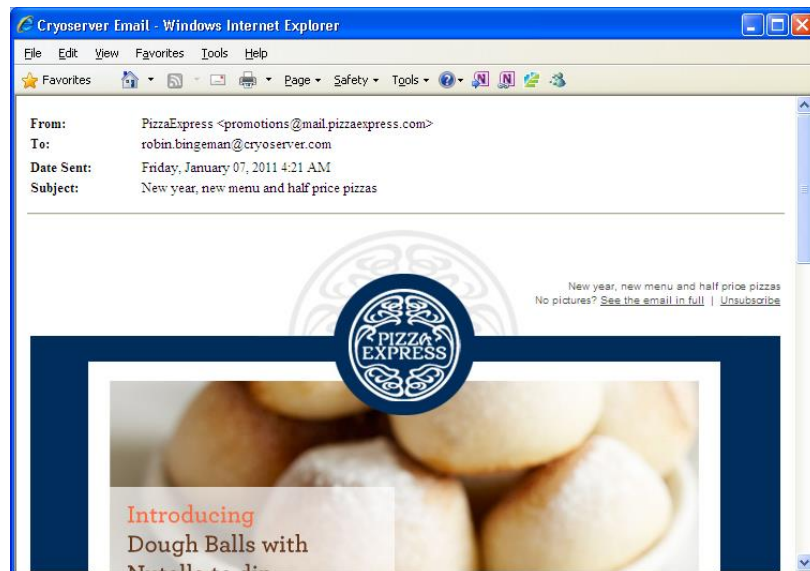
The email displayed shows Recipient, Sender, Date, Size, Attachments, Subject.


From:	"WhatIs.com" <WhatIs@lists.techtarget.com>
To:	"robin@cryoserver.com" <robin@cryoserver.com>
Date Sent:	18 August 2017 20:01:34 BST
Attachments:	(none)
Subject:	Word of the Day: Microsoft Windows Defender

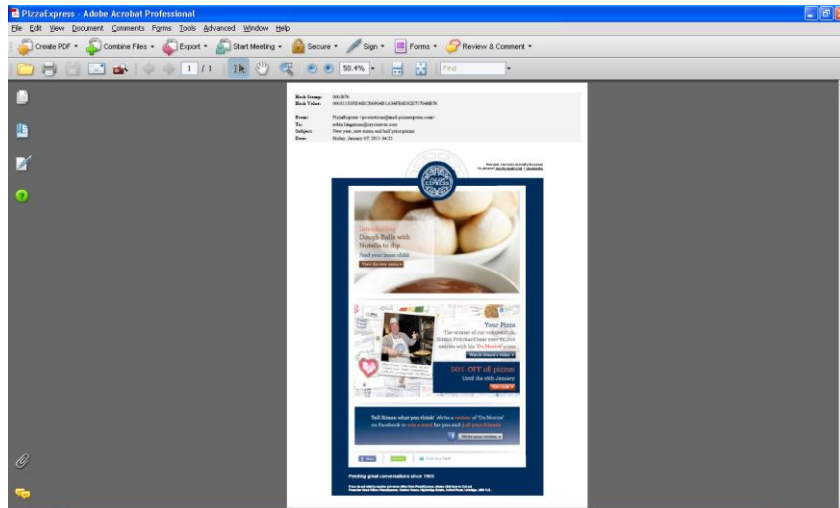
Action Bar within the preview of an email.




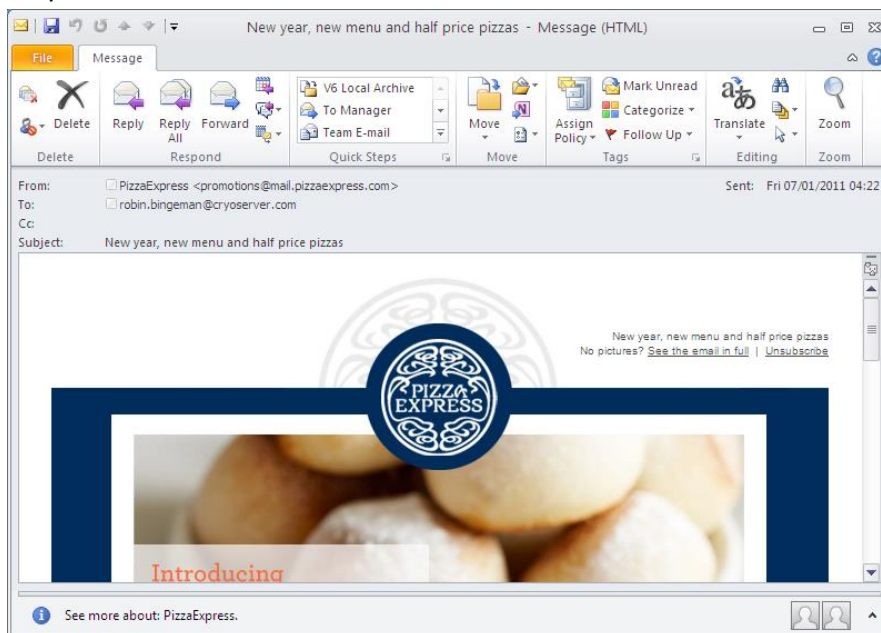
- - **Navigate back** one result
- - **Navigate forward** one result
- - 2nd message of 53. To **leap** to the 33rd message, type in 33 and press Enter
- - **Reply** to the email straight from the archive. This will restore a *truncated* message and use your local default mail client to reply to the sender of the email.
- - **Reply to all** – this will restore a *truncated* message and use your local default mail client to reply to all of the senders & recipients of the email.
- - **Restore Via IMAP/EWS** – will restore the original email into your mailbox on the original day
- - **Printer friendly version**



-  - Convert the email to PDF



-  - **Download** the email as an .EML file. If you are using Outlook 2010, this will open directly into your Outlook client.





Older Outlooks can open .EMLs

Outlook 2003 – you will need to download a Microsoft patch:

<http://support.microsoft.com/kb/967346>

Outlook 2007 – you will need to download a Microsoft patch:

<http://support.microsoft.com/kb/956693>

-  - **Standard Forward** to your inbox. The email will be forwarded from MxVault into your mailbox. The email will be attached to a new message, preserving the original header and metadata.
-  - **Forward to Inbox**. Email will be restored as a standard message to your inbox and the original header information is not maintained.

Forensic Stamping

At the bottom of the message page are some additional information relating to MxVault storage:

```
Stored in MxVault: Fri Jan 07 04:26:57 GMT 2011
Store Ref: uk-ln-sn-001/201011
Unique Message Signature: PVd+xJ2u/bIHKhokKC+gJA==
Hash Value: 00031133FE06ECB6F64B1A34FE6D92E717648B76
Original Message ID: <9da06bba68f33347092cce4c2bab7b7b@mail.pizzaexpress.com>
Security check passed. This message is intact and can be trusted.
```

The key element is the last line: “Security check passed. This message is intact and can be trusted.” – this indicates the message has not been altered during the life of being in the archive, and is of evidential quality.

Viewing messages with attachments

From: Richard Metcalfe <richard.metcalfe@evolutionjobs.co.uk>
To: robin@cryoserver.com
Date Sent: 27 February 2017 16:58:53 GMT
Attachments: [Top 10 Uni BSc Grad 7347894.doc \(118.4 KB\)](#)
Subject: The future of your team?

Hi Robin,

Under the date line there is an attachment.

Attachments: [Top 10 Uni BSc Grad 7347894.doc \(118.4 KB\)](#)

The attachment is hyperlinked. To open the attachment click on the file name hyperlink.

Search Statistics & Get Email List

Query
Results
View Message
Search Statistics

Lucene Query: (((attachment_name:*.doc* OR attachment_name:doc*)) AND (contributor_b_email_address:robin@cryoserver.com OR viewer_p_email_address:robin@cryoserver.com OR contributor_b_email_address:robin.bingeman@cryoserver.com OR viewer_p_email_address:robin.bingeman@cryoserver.com))
Date Range: Fri Jul 21 00:00:00 BST 2017 to Mon Aug 21 23:59:59 BST 2017 , **Date Type:** Sent Date

uk-ln-sn-003/cryoserv/email/201706 | Results: 41 | Time: 30 ms
uk-ln-sn-004/cryoserv/email/201706 | Results: 37 | Time: 40 ms
Total Search Time: 1.73 seconds
Total Search Results: 78

Get Result Size
Get Email List

The search statistics tab provides information about the search criteria, search speeds.

Get Email List

It now provides Get Email List . This enables you to export the email addresses from the search, which can prove useful for building a list of email addresses for a mailshot or other requirements. The email addresses can be exported to Excel / XML / CSV file.

Search
Advanced Search
Transcript Search
Search History
Folder Replica View
Case Folders

Query
Results

Lucene Query: ((viewer_b_email_fullname:robin.bingeman OR contributor_b_email_username:whatis.com) AND (viewer_b_email_address:robin.bingeman@cryoserver.com OR contributor_b_email_address:robin.bingeman@cryoserver.com))
Date Range: Thu Feb 23 00:00:00 GMT 2017 to Mon Aug 21 23:59:59 BST 2017 , **Date Type:** Sent Date

uk-ln-sn-501/cryoserv/email/201701 | Results: 1 | Time: 10 ms
uk-ln-sn-001/cryoserv/email/201611 | Results: 1 | Time: 10 ms
uk-ln-sn-002/cryoserv/email/201611 | Results: 1 | Time: 10 ms
uk-ln-sn-002/cryoserv/email/201703 | Results: 1 | Time: 10 ms
uk-ln-sn-003/cryoserv/email/201702 | Results: 1 | Time: 10 ms
uk-ln-sn-004/cryoserv/email/201702 | Results: 1 | Time: 10 ms
uk-ln-sn-004/cryoserv/email/201706 | Results: 1 | Time: 10 ms
uk-ln-sn-003/cryoserv/email/201706 | Results: 1 | Time: 10 ms
Total Search Time: 1.63 seconds
Total Search Results: 55

Get Result Size
Get Email List

Cryoserver - Email List - Internet Explorer

Cryoserver™

Export to: Excel | XML | CSV


Search History

Just like your web browser history, MxVault now offers a similar history facility of MxVault searches enabling to replay a search. Complex searches & regular searches can be reloaded. The Search History now includes a roll over showing the search criteria.

AND selecting Search History:

No.	Type	Search Terms	Num Results	Date Issued	Actions
1	Std	Attachment Names: ".doc" Start Date : 21 Jul 2017 00:00:00 BST End Date : 21 Aug 2017 23:59:59 BST	78	21-Aug-2017 07:59	
2	Std	Attachment Names: ".doc" Start Date : 21 Aug 2016 00:00:00 BST End Date : 21 Aug 2017 23:59:59 BST	0	21-Aug-2017 07:58	
3	Std	Attachment Names: ".doc" Start Date : 21 Feb 2017 00:00:00 GMT End Date : 21 Aug 2017 23:59:59 BST	0	21-Aug-2017 07:57	
4	Std	Attachment Names: ".doc" Start Date : 21 Feb 2017 00:00:00 GMT End Date : 21 Aug 2017 23:59:59 BST	63	21-Aug-2017 07:54	
5	Std	Keywords: "Word of the day" Start Date : 21 Feb 2017 00:00:00 GMT End Date : 21 Aug 2017 23:59:59 BST	53	21-Aug-2017 07:46	

- allows you to replay the search again at the original time of the search conducted

-  - To give a search a name and to be listed under the Saved Searches press the Save icon, which will continue to a pop-up:

Search ▾ Advanced Search ▾ Transcript Search ▾ Search History ▾ Folder Replica View Case Folders ▾ Exports

Recent Searches(5841) Saved Searches(88) Scheduled Searches(2)

History Period: Any Date
Date Range: No Date
Find in history:
Search Type: All **Find**

1 to 10 of 5841 results

No.	Type	Search
1	Std	Attac
2	Std	Attac
3	Std	Attac
4	Std	Attac
5	Std	Keyw
6	Std	Keyw
7	Std	Keyw
8	Std	Keyw

Edit Search - Internet Explorer

Cryoserver™

Search Name:

Description:

Search Details: Attachment Names: *.doc* Start Date: 21 Jul 2017 00:00:00 BST End Date: 21 Aug 2017 23:59:59 BST
Date Range: ☐ Keep Original Dates ☒ Shift Start & End Dates ☐ Shift End Date

Shortcut Link: https://fcr-vitncryo-a:443/cryoserver/cryoserver/search.do?type=history_search&search_history_id=20693&is_saved=true

Schedule: ☒ None ☐ Daily on ☒ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun
☐ Monthly Select the day of the month:

Start at or after: ☒ 2am ☐ 6am ☐ 5pm ☐ 10pm

Save **Save and Create Outlook Folder**

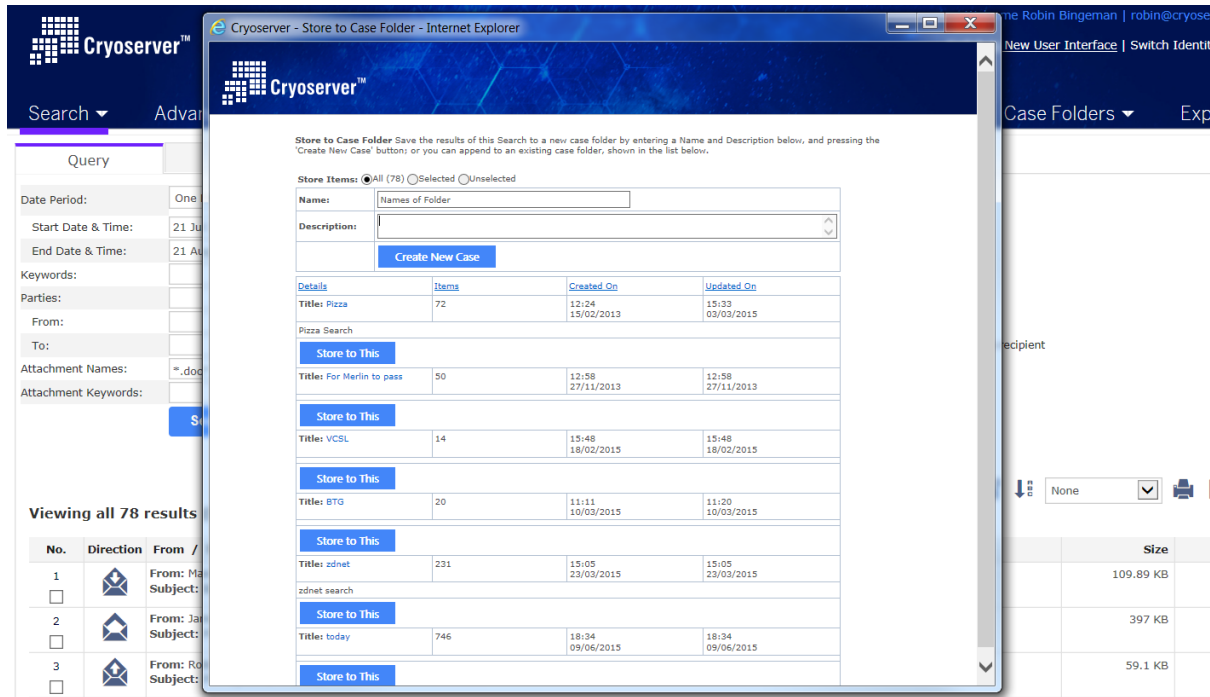
Actions: 10 ▾ 1

Date Issued	Action
21-Aug-2017 07:59	
21-Aug-2017 07:58	
21-Aug-2017 07:57	
21-Aug-2017 07:54	
21-Aug-2017 07:46	
21-Aug-2017 07:39	
21-Aug-2017 07:39	
21-Aug-2017 07:38	

Case Folders

Alternatively you can combine searches into Case Folders, moment in time searches which allow multiple searches to be combined into a single case folder. Case Folders enables for searches to be saved, enabling for these results to be reviewed at another time.

Complete a search. Press the store to folder  action icon. A pop up window will appear.



Cryoserver - Store to Case Folder - Internet Explorer

Store to Case Folder Save the results of this Search to a new case folder by entering a Name and Description below, and pressing the "Create New Case" button; or you can append to an existing case folder, shown in the list below.

Store Items: ☒ All (78) ☐ Selected ☐ Unselected

Name:


Description:

[Create New Case](#)

Details	Items	Created On	Updated On
Titles: Pizza	72	12:24 15/02/2013	15:33 03/03/2015
Store to This			
Titles: For Marlin to pass	50	12:58 27/11/2013	12:58 27/11/2013
Store to This			
Titles: VCSL	14	15:48 18/02/2015	15:48 18/02/2015
Store to This			
Titles: BTG	20	11:11 10/03/2015	11:20 10/03/2015
Store to This			
Titles: zdnet	231	15:05 23/03/2015	15:05 23/03/2015
Store to This			
Titles: today	746	18:34 09/06/2015	18:34 09/06/2015
Store to This			

Or the results can be:

1. Stored to a brand new folder
2. Stored to an existing folder combining & collecting a combination of searches.



Store to Case Folder Save the results of this Search to a new case folder by entering a Name and Description below, and pressing the 'Create New Case' button; or you can append to an existing case folder, shown in the list below.

Store Items: ☒ All (78) ☐ Selected ☐ Unselected

Name:	Names of Folder		
Description:			
	Create New Case		

Details	Items	Created On	Updated On
Title: Pizza	72	12:24 15/02/2013	15:33 03/03/2015
Pizza Search			
	Store to This		
Title: For Merlin to pass	50	12:58 27/11/2013	12:58 27/11/2013
	Store to This		

Enter your folder criteria. We would recommend in the description you state the search criteria for tracking purposes.

Store Items: ☒ All (78) ☐ Selected ☐ Unselected

Name:	Names of Folder
Description:	this is *.doc* search for the investigation
	Create New Case

Once completed Press Create New Case.


Create New Case

Then press Create New.

Successfully created the folder and stored the search results

Close

Case Folders ▼

When selecting the Case Folders tab , will reveal the Folders containing the *combined* saved searches:

S.No.	Details	Shared With	Items	Created On	Updated On
1 Q	Title: Pizza Description: Pizza Search Queries: [15-Feb-2013 12:24:12] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 14 Aug 2012 00:00:00 BST End Date : 15 Feb 2013 12:07:59 GMT [20-Mar-2013 18:16:49] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 20 Sep 2012 00:00:00 BST End Date : 20 Mar 2013 23:59:59 GMT		72	12:24 15-Feb-2013	15:33 03-Mar-2015 Delete

Selecting a saved search will open up the search results:

Search ▼
 Advanced Search ▼
 Transcript Search ▼
 Search History ▼
 Folder Replica View
 Case Folders ▼
 Exports

Case Folders: Pizza ▼
 Creation Date: 15-Feb-2013
 Updated On: 03-Mar-2015

Description: Pizza Search
Queries:
 [15-Feb-2013 12:24:12] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 14 Aug 2012 00:00:00 BST End Date : 15 Feb 2013 12:07:59 GMT
 [20-Mar-2013 18:16:49] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 20 Sep 2012 00:00:00 BST End Date : 20 Mar 2013 23:59:59 GMT
Shared With:

Edit Delete

Folder Messages View Message

1 to 10 of 72 messages

Filter : Ignore Critical Follow up None Read Un Read
 Actions: 10 < 1 / 8 >

Mail status	From / To / Subject	Size	Sent
<input checked="" type="radio"/> Ignore <input type="radio"/> Critical <input type="radio"/> Follow up <input checked="" type="checkbox"/> Read	From: PizzaExpress Subject: Fresh for you – 25% off handmade pizza To: robin.bingeman@cryoserver.com Comments: Flag set to 'ignore'	25.1 KB	18/03/2013 06:29
<input type="radio"/> Ignore <input type="radio"/> Critical <input checked="" type="radio"/> Follow up <input checked="" type="checkbox"/> Read	From: PizzaExpress Subject: It's Friday! To: robin.bingeman@cryoserver.com Comments: Flag set to 'followup'	28.7 KB	15/03/2013 14:34
<input type="radio"/> Ignore <input type="radio"/> Critical	From: PizzaExpress To: robin.bingeman@cryoserver.com	23.3 KB	11/03/2013 11:06

At this point you can filter non relevant emails by different criteria.

1 to 10 of 72 messages

Filter :

Ignore

Critical







Follow up

None

Read

Un Read

Each message can be flagged from the list view:

Filter :				Ignore	Critical	Follow up	None	Read	Un Read	Actions: 10  < 1 / 8 >    			
Mail status	From / To / Subject							Size	Sent				
<div><div><div><input checked="" type="radio"/> Ignore</div><div><input type="radio"/> Critical</div><div><input type="radio"/> Follow up</div><div><input checked="" type="checkbox"/> Read</div></div></div>	<div><div>From: PizzaExpress</div><div>To: robin.bingeman@cryoserver.com</div><div>Subject: Fresh for you ~ 25% off handmade pizza</div><div>Comments</div><div>Flag set to 'ignore'</div></div>							25.1 KB	18/03/2013 06:29				
<div><div><div><input type="radio"/> Ignore</div><div><input type="radio"/> Critical</div><div><input checked="" type="radio"/> Follow up</div><div><input checked="" type="checkbox"/> Read</div></div></div>	<div><div>From: PizzaExpress</div><div>To: robin.bingeman@cryoserver.com</div><div>Subject: It's Friday!</div><div>Comments</div><div>Flag set to 'followup'</div></div>							28.7 KB	15/03/2013 14:34				

Or

From within the message:

Search ▾
Advanced Search ▾
Transcript Search ▾
Search History ▾
Folder Replica View
Case Folders ▾
Exports

Case Folders: Pizza
Creation Date: 15-Feb-2013
Updated On: 03-Mar-2015

Description: Pizza Search
Queries:
[15-Feb-2013 12:24:12] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 14 Aug 2012 00:00:00 BST End Date : 15 Feb 2013 12:07:59 GMT
[20-Mar-2013 18:16:49] Search parameters (email) are: Search Type: Standard Parties: pizza* Start Date : 20 Sep 2012 00:00:00 BST End Date : 20 Mar 2013 23:59:59 GMT
Shared With:

Edit
Delete

Folder Messages
View Message

From: PizzaExpress <promotions@mail.pizzaexpress.com>
To: robin.bingeman@cryoserver.com
Date Sent: 18 March 2013 06:29:51 GMT
Attachments: (none)
Subject: Fresh for you - 25% off handmade pizza
Flag message as: ☒ ignore ☐ critical ☐ followup
Comments: [rbingeman 20-Mar-2013 18:17:24] Flag set to 'ignore'

html
text/plain

25% off your food bill | No pictures? See the email in full | Unsubscribe

Even comments can be entered into the header for future reference purposes. Pressing the

Actions: < >

following action icons will apply updates automatically.

The actions represent:

- move back one message
- return to list of results
- move to next message

Using the Preview Pane Search Interface

The Preview Pane interface is accessed by adding /outlook on to the end of the URL. A web enabled folder can be set-up in Outlook which browses to the MxVault Search UI. To access MxVault Archive through Outlook, ask your Administrator to set-up a link in your Outlook for you or refer to the MxVault Administration Guide. *Important: Web Certificates and Single Sign On need to be in place for a smooth experience. To access the Preview Pane version of the Search Interface use:*

i.e. <https://cryoserver/outlook> or <https://emailarchive/outlook> are popular choices.

Or by clicking on the logo in the left hand corner will link to the interface with Preview Pane

The screenshot displays the Cryoserver Outlook interface. The top navigation bar includes links for Search, Advanced Search, Transcript Search, and Search History. Below this, there are search filters: Date Period (One Month), Start Date & Time (21 Jul 2017 00:00), End Date & Time (21 Aug 2017 23:59), Keywords, Parties, From, To, Attachment Names (*.*doc*), and Attachment Keywords. Search and Clear buttons are at the bottom of the filter section.

The main window shows a list of search results for the query "From: bobsguide". The results table is as follows:

Doc	From	To	Subject	Size	Sent
bobsguide	Robin	Robin	Final Webinar Reminder: Fast Data in FinServ - Key Trends to Maintain a Com...	49.8 KB	08:34, 21 Aug 2017
bobsguide News	Robin	Robin	Last week's Top Reads	65.9 KB	15:06, 20 Aug 2017
bobsguide	Robin	Robin	Webinar reminder: Fast Data in FinServ - Key Trends to Maintain a Competi...	49.6 KB	15:08, 16 Aug 2017
bobsguide News	Robin	Robin	Last week's Top Reads	65.9 KB	15:05, 13 Aug 2017
bobsguide	Robin	Robin	Webinar: Fast Data in FinServ - Key Trends to Maintain a Competitive Edge	49.6 KB	10:06, 09 Aug 2017
bobsguide News	Robin	Robin	Last week's Top Reads	65.6 KB	15:05, 06 Aug 2017
bobsguide	Robin	Robin	Find out more about the key changes in the EU 4th AML Directive	53.1 KB	09:03, 02 Aug 2017
bobsguide	Robin	Robin	Design Led Thinking in Financial Services: 4 Exclusive Case Studies Be...	89.4 KB	08:32, 01 Aug 2017
bobsguide News	Robin	Robin	Last week's Top Reads	73.2 KB	15:03, 30 Jul 2017
bobsguide	Robin	Robin	What the age of open banking means for employment agencies	53.8 KB	10:01, 19 Jul 2017
bobsguide	Robin	Robin	Payments [R]Evolution magazine is here	51.2 KB	14:05, 16 Jul 2017
bobsguide	Robin	Robin	As the alternative finance market matures, how can individual providers sta...	51.6 KB	13:07, 12 Jul 2017
bobsguide	Robin	Robin	Have your say: What are the biggest factors affecting banking relationships...	54.5 KB	12:01, 19 Jun 2017
bobsguide	Robin	Robin	As the alternative finance market matures, how can individual providers sta...	51.4 KB	15:31, 15 Jun 2017

The selected email is "Final Webinar Reminder: Fast Data in FinServ - Key Trends to Maintain a Competitive Edge" from bobsguide to Robin, sent on Mon 21/08/2017 08:34. The preview pane shows the email content and a footer with "bobs guide" and "Fast Data in Financial Services VOL TDB".



From



To



Keywords



Attachment Keywords

By selecting From / To and typing the Display Name *whatis.com* into the search box will search for all emails sent to / from *whatis.com* - is the Search Button. The results will be shown.

Cryoserver™ Search term: From OR To - *whatis.com*
Start: 22 Feb 2017 End: 22 Aug 2017
54 results found (1 seconds)

Doc	From	To	Subject	Size	Sent
1	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: Eclipse	28.2 KB	20:46, 21 Aug 2017
2	"WhatIs.com"	"robin@cryoserver.com"	Guide/Glossary/Quiz: artificial intelligence	20.4 KB	20:31, 18 Aug 2017
3	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: Microsoft Windows Defender	27.3 KB	20:01, 18 Aug 2017
4	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: CAPTCHA	29 KB	20:01, 17 Aug 2017
5	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: unit testing	28.3 KB	21:01, 16 Aug 2017
6	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: unicorn	28.1 KB	20:46, 15 Aug 2017
7	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: superposition	29.9 KB	21:31, 14 Aug 2017
8	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: CompTIA (Computing Technology Industry Association)	31.2 KB	22:17, 11 Aug 2017
9	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: engine	29.4 KB	22:01, 10 Aug 2017
10	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: managed service provider (MSP)	29.5 KB	21:16, 09 Aug 2017
11	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: supply chain sustainability	27.8 KB	22:01, 08 Aug 2017
12	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: Schrodinger's cat	31.8 KB	20:01, 07 Aug 2017
13	"WhatIs.com"	"robin@cryoserver.com"	WhatIs > Word of the day	27.4 KB	20:16, 04 Aug 2017
14	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: system administrator (sysadmin)	30.5 KB	20:01, 03 Aug 2017
15	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: dynamic link library (DLL)	28.1 KB	20:01, 02 Aug 2017
16	"WhatIs.com"	"robin@cryoserver.com"	Word of the Day: cmdlet	31.2 KB	20:01, 01 Aug 2017

Word of the Day: Eclipse
"WhatIs.com"
To: "robin@cryoserver.com"

Word of the Day
Daily updates on the latest technology terms | August 21, 2017

Eclipse

Eclipse is a free, Java-based development platform known for its plug-ins that

AND selecting the  (Show/Hide) will maximise the preview pane.

Cryoserver™ Search term: From OR To - *whatis.com*
Start: 22 Feb 2017 End: 22 Aug 2017
54 results found (1 seconds)

Word of the Day: Eclipse
"WhatIs.com"
To: "robin@cryoserver.com"

Word of the Day
Daily updates on the latest technology terms | August 21, 2017

Eclipse

Eclipse is a free, Java-based development platform known for its plug-ins that allow developers to develop and test code written in other programming languages. Eclipse is released under terms of the Eclipse Public License.

Eclipse got its start in 2001 when IBM donated three million lines of code from its Java tools to develop an open source integrated development environment (IDE). The IDE was initially overseen by a consortium of software vendors seeking to create and foster a new community that would complement Apache's open source community. Rumor has it that the platform's name was derived from a secondary goal, which was to eclipse Microsoft's popular IDE, Visual Studio.

Today, Eclipse is managed by the Eclipse Foundation, a not-for-profit corporation whose strategic members include CA Technologies, IBM, Oracle and SAP. The foundation, which was created in 2004, supports Eclipse projects with a well-defined development process that values quality, application programming interface (API) stability and consistent release schedules. The foundation provides infrastructure and intellectual property (IP) management services to the Eclipse community and helps community members market and promote commercial software products that are based on Eclipse.

With the Preview Pane Interface there are the same Action Icons as with the main MxVault User Interface.



The Actions allow you to do a Quick Reply, Reply All, Print, Export to PDF, Download, Forward the email into your mailbox with the email as an attachment and Restore back to your mailbox.

Date slider:



To the left of the drop down quick dates is a grey bar featuring a date slider, allowing for date ranges to be altered (increased/decreased) by dragging the ends of the bars. This enables for searches to be broadened with ease.

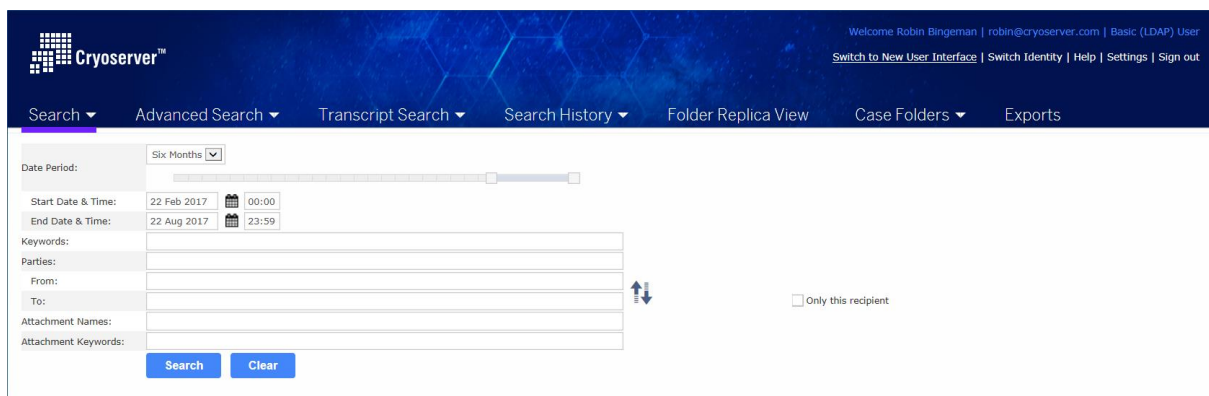
Toggle Interface to Full Search:

If the Preview Pane Search interface does not provide enough search options, clicking on the MxVault logo will change the interface to the standard search interface within the same frame:



Clicking on the Logo will link to and load the full Classic search page with a single click.

Linking to:



Clicking on the Logo again will link back to Preview Pane View again.

This allow users to toggle from one Style of Interface to another. To gain access to the Preview Pane view as the primary interface, append */outlook* to the URL.

i.e. <https://cryoserver/outlook> or <https://emailarchive/outlook>

Create Shortcut Links in Outlook


Once a search has been saved, you can create a Shortcut in Outlook to this defined Saved Search Criteria. This functionality is considered to be similar to auto-filing emails. *Please note this will only work with Outlook mail clients.*

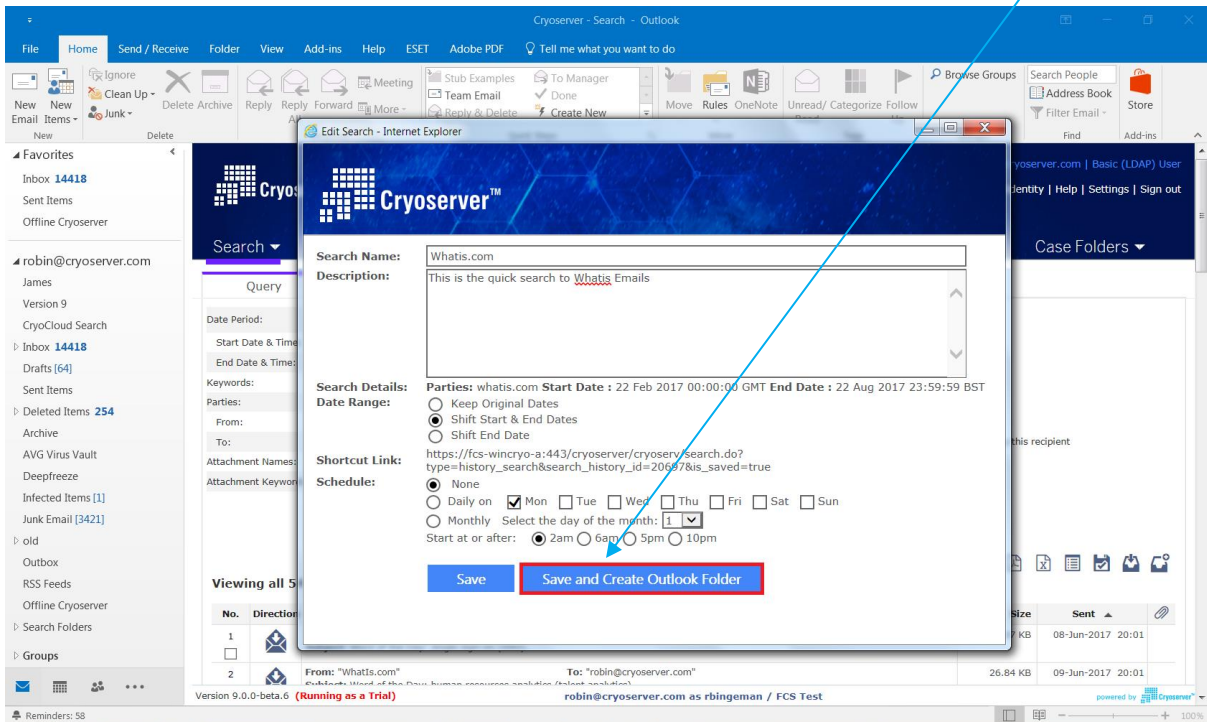
1. Run a search:

The screenshot displays the Cryoserver Search interface within an Outlook window. The interface includes a top navigation bar with tabs for Search, Advanced Search, Transcript Search, Search History, Folder Replica View, and Case Folders. The main search area contains fields for Date Period (Six Months), Start Date & Time (22 Feb 2017 00:00), End Date & Time (22 Aug 2017 23:59), Keywords, Parties (whatis.com), From, To, Attachment Names, and Attachment Keywords. A Search button and a Clear button are visible. Below the search fields, the results section shows 'Viewing all 54 results (1.39 seconds)'. The results are displayed in a table with columns: No., Direction, From / To / Subject, Size, and Sent. The first two results are shown:

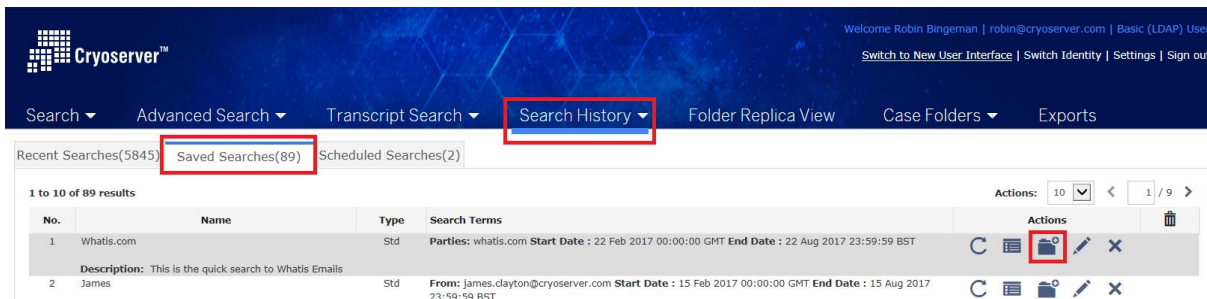
No.	Direction	From / To / Subject	Size	Sent
1		From: "Whats.com" To: "robin@cryoserver.com" Subject: Word of the Day: single sign-on (SSO).	29.87 KB	08-Jun-2017 20:01
2		From: "Whats.com" To: "robin@cryoserver.com" Subject: Word of the Day: business resources website (last visit).	26.84 KB	09-Jun-2017 20:01


The interface also shows a sidebar with Favorites and a list of folders including Inbox (14416), Drafts (64), Deleted Items (254), Archive, AVG Virus Vault, Deepfreeze, Infected Items (1), Junk Email (3421), old, Outbox, RSS Feeds, and Offline Cryoserver. The bottom status bar indicates 'Version 9.0.0-beta.6 (Running as a Trial)' and 'robin@cryoserver.com as rbingeman / FCS Test'.

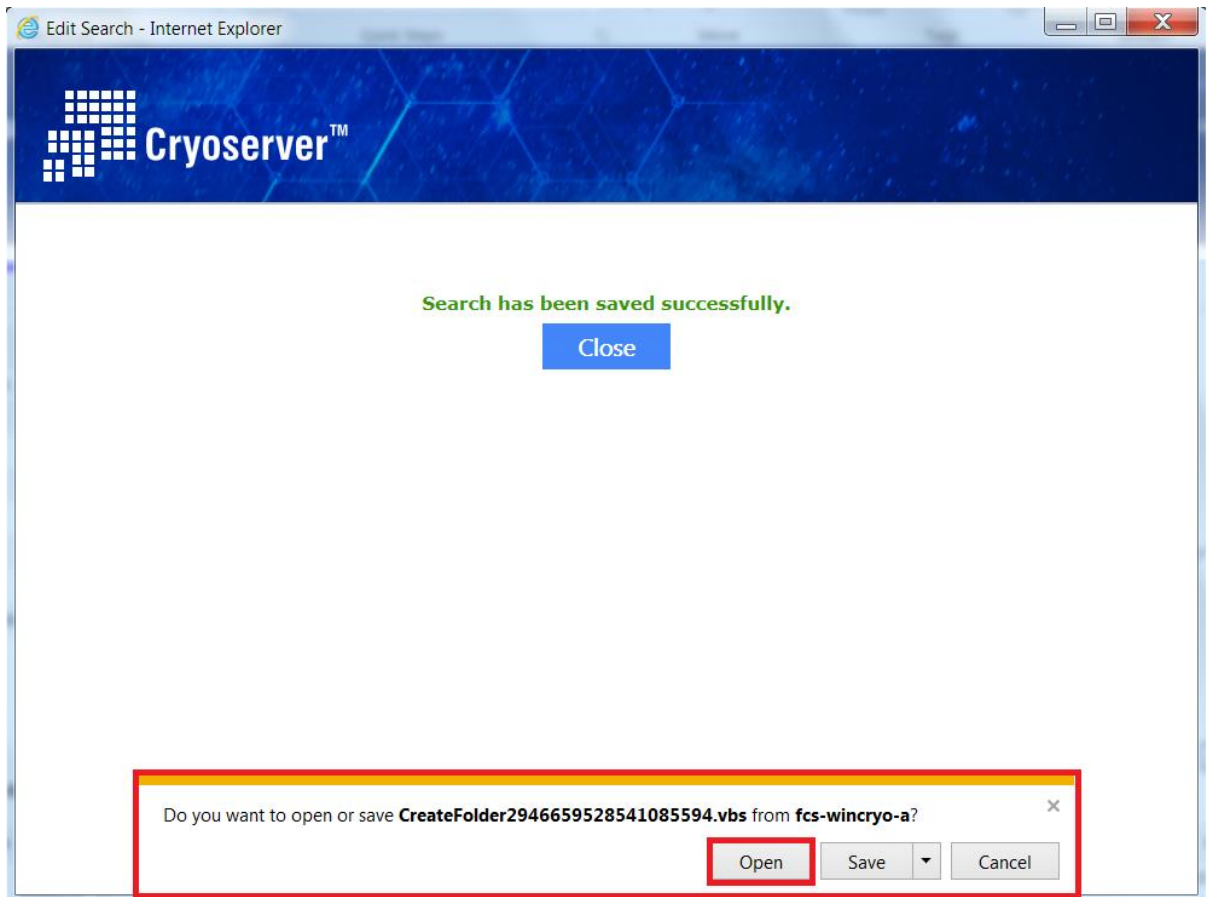
2.  : Provide a Search Name, select whether you wish to keep original dates, Shift Start & End Date or just shift End Date keeping the Start Date. **Select Save and Create Outlook Folder** which will help create a shortcut to the favourite search in Outlook:



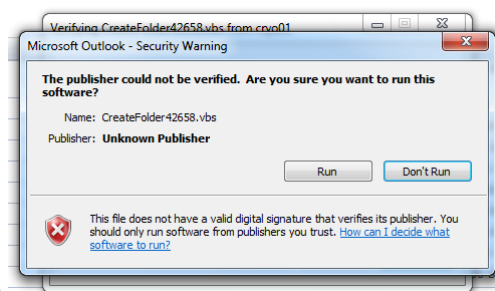
3. Or you can add a Outlook folder by going to Search History > Saved Searches Menu



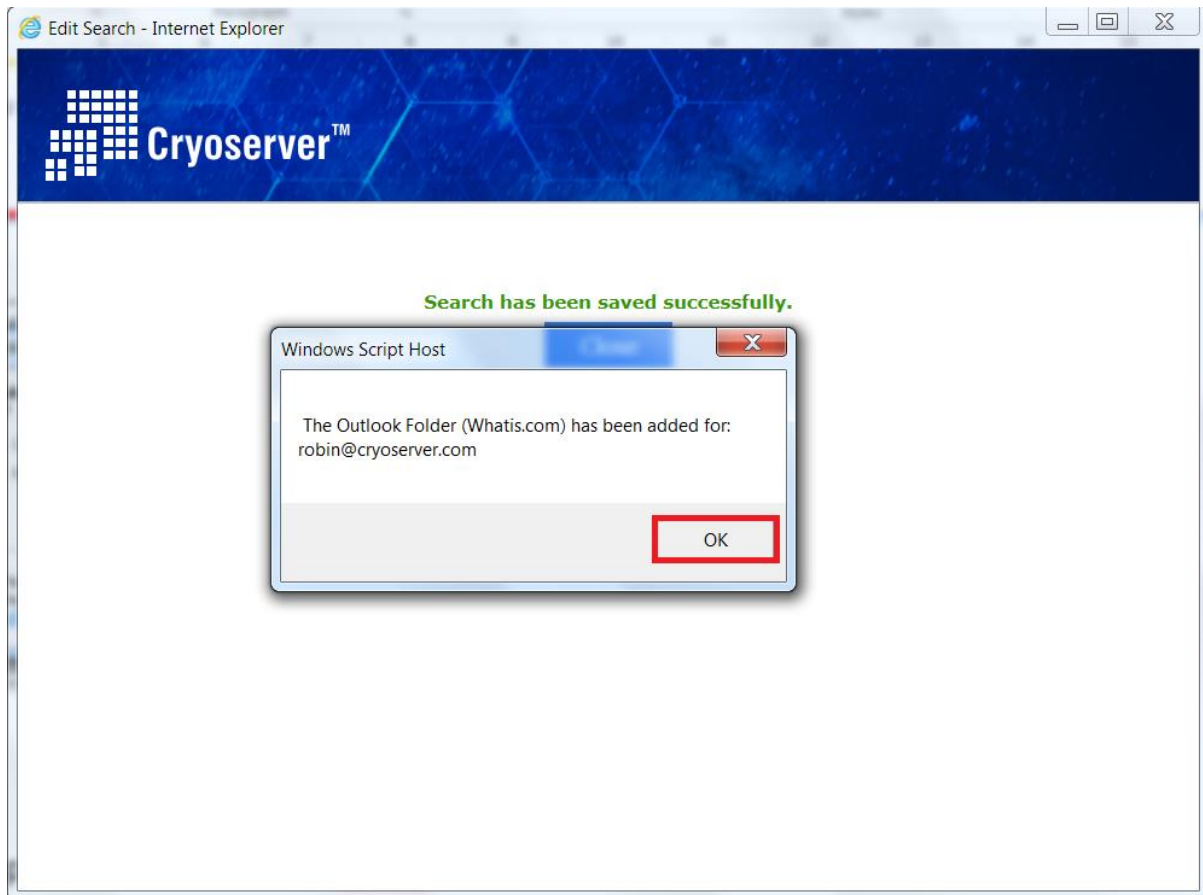
4. Click on the icon called Create Shortcut in Outlook: 



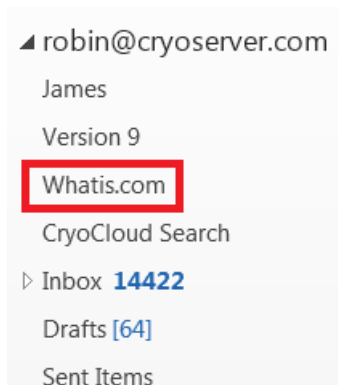
5. Click Open:



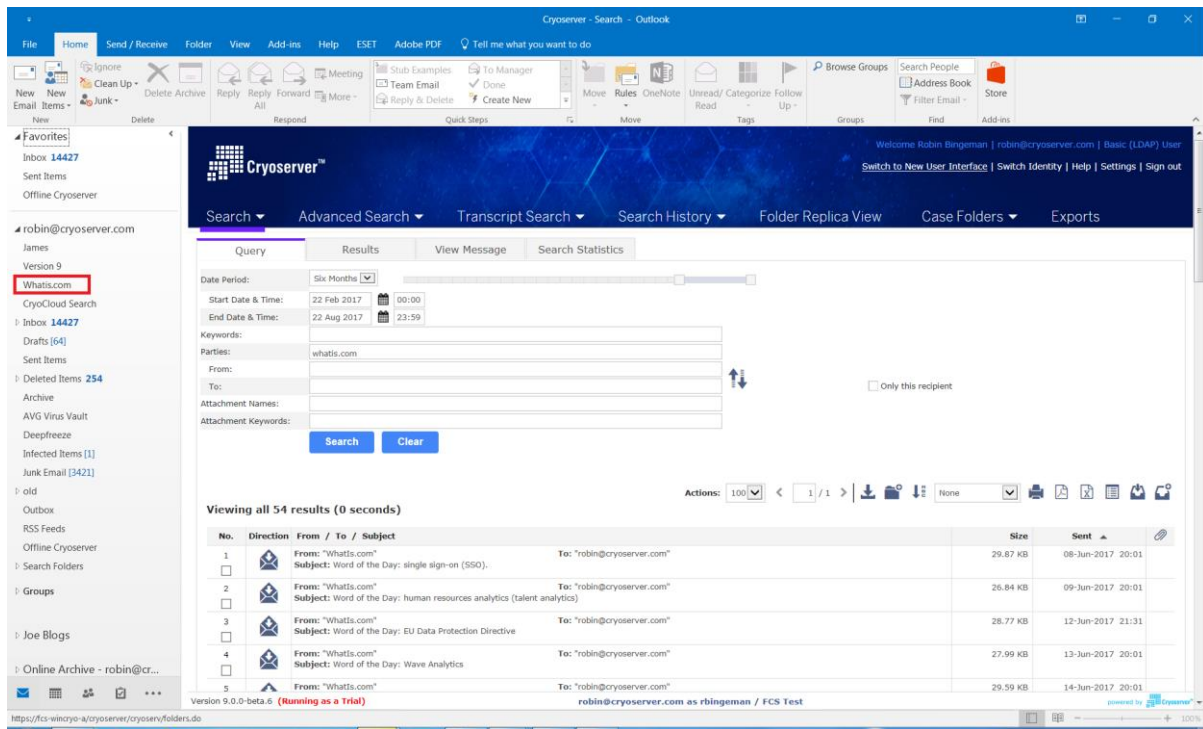
6. Click Run:



7. In Outlook will appear a folder called: *Whatis.com*.



8. Whenever you click on Whatis.com folder shortcut in Outlook, will link to a live search in MxVault:



The aim of this is to minimise the need for users to have to file emails into folders.

Please note: For this functionality to work smoothly, Single Sign On or Remember me needs to be licensed and enabled.

Folder Replication

Search History ▼

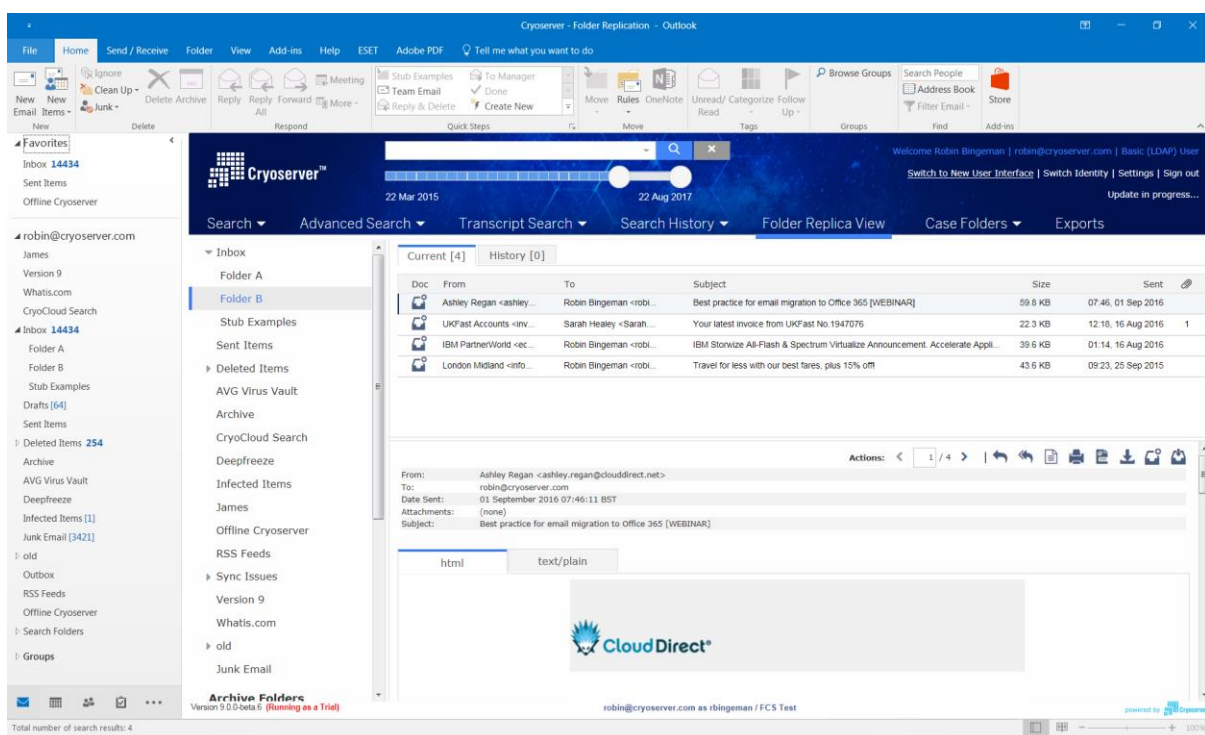
Folder Replica View

Case Folders ▼

Folder Replica View

- if you can see Folder Replica View, folder replication has been enabled by your Administrator.

Folder replication replicates users Outlook Folder Structure within the archive. A side panel will appear when the red arrow Folder Replica View is selected, showing a similar folder structure as presented in Outlook. *Depending on the synchronisation period set by the Administrator the folder structure maybe out of sync by a short period. Synchronisation period is the frequency of when MxVault archive will connect to users' mailbox and build the current mailbox structure at the time of visit.*



The side panel aims to show a similar folder structure as presented in Outlook. Emails will be shown in a preview pane with the MxVault Actions bar.

If an email is moved from one folder to another, MxVault will update the movement on the next polling synchronisation cycle. Polling cycles are set to either every hour, 12 hours, 24 hours, 48 hours or as defined by the Administrator.

Search within Folder Replica View

In the following example, *ibm* is a keyword search and pressed the search icon.

The results shows 470 emails in the Inbox with the *ibm* term, 2 items in the Sent Items and 2 under Deleted Items, 4 Results in the Junk Email Folder and 9 results in Additional Results. Additional results is where the email can be found in the Archive but there is no record of the email in the Users mailbox from a MxVault Archive perspective. i.e. the email may have been received & deleted from the users mailbox in between synchronisations.


The screenshot displays the Cryoserver Folder Replication - Outlook interface. The search bar at the top contains the keyword "ibm". The search results are shown in a table with columns: Doc, From, To, Subject, Size, and Sent. The results are categorized by folder: Inbox (470), Sent Items (2), Deleted Items (2), Junk Email (4), and Additional Results (9). The interface also shows a list of folders on the left, including Favorites, robin@cryoserver.com, and various subfolders. The bottom of the interface shows the total number of search results: 20.

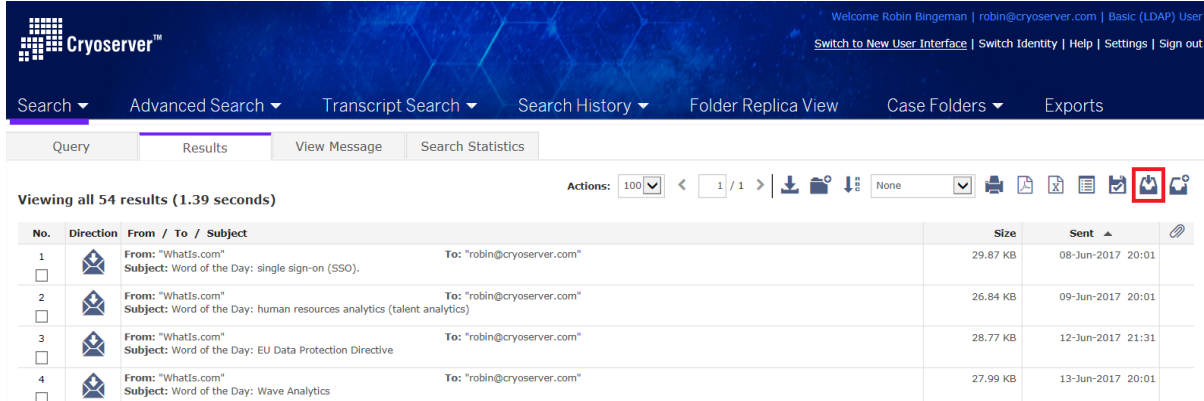
Doc	From	To	Subject	Size	Sent
"Whats.com"	"robin@cryoserver.co..."	"robin@cryoserver.co..."	Word of the Day: Eclipse	28.2 KB	20.46, 21 Aug 2017
AWS Digest	"robin@cryoserver.co..."	"robin@cryoserver.co..."	AWS rolls out new security, migration services	27.9 KB	16.16, 21 Aug 2017
Modern Infrastructur...	"robin@cryoserver.co..."	"robin@cryoserver.co..."	How Kubernetes runs in production: Avoid public cloud cost surprises, and m...	27.8 KB	16.06, 21 Aug 2017
InfoWorld Big Data R...	kathy.rose@cryoserve...	"robin@cryoserver.co..."	13 frameworks for mastering machine learning	83.3 KB	14.03, 21 Aug 2017
IDG Connect	kathy.rose@cryoserve...	"robin@cryoserver.co..."	US and China IP Theft Battle Could Hit Silicon Valley	36.7 KB	08.35, 21 Aug 2017
"ComputerWeekly.com"...	"robin@cryoserver.co..."	"robin@cryoserver.co..."	2 common hybrid cloud mistakes, and how to avoid them - and Other New Resea...	17.2 KB	14.45, 16 Aug 2017
TechTarget	"robin@cryoserver.co..."	"robin@cryoserver.co..."	Should the Vulnerabilities Equities Process be codified into law?	18.3 KB	12.01, 16 Aug 2017

Word of the Day
Daily updates on the latest technology terms | August 21, 2017
Eclipse





Follow us on Facebook, Twitter, LinkedIn, YouTube, RSS, and more.
robin@cryoserver.com as rbingman / FCS Test

User Bulk Mail Items Restore

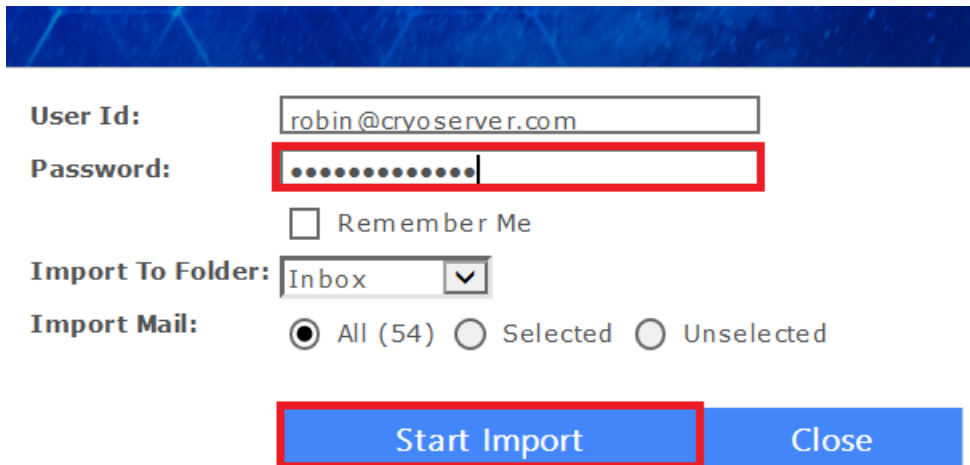
Users are now able to restore multiple items in bulk from a search. Clicking on  the restore to mailbox icon allows users to restore bulk of emails at one time. A pop-up will appear allowing users to restore the emails to either their Inbox or Sent Items.



The screenshot shows the Cryoserver web interface. At the top, there's a navigation bar with the Cryoserver logo and user information: "Welcome Robin Bingenman | robin@cryoserver.com | Basic (LDAP) User". Below this are links: "Switch to New User Interface", "Switch Identity", "Help", "Settings", and "Sign out". The main navigation bar includes "Search", "Advanced Search", "Transcript Search", "Search History", "Folder Replica View", "Case Folders", and "Exports". The "Search" tab is active, showing "Results". Below the tabs, there's a "Query" section with "View Message" and "Search Statistics" buttons. The "Results" section shows "Viewing all 54 results (1.39 seconds)". On the right, there's an "Actions" bar with a dropdown set to "100" and a "Restore" icon highlighted with a red box. Below the actions bar is a table of search results.

No.	Direction	From / To / Subject	Size	Sent
1		From: "WhatsIs.com" Subject: Word of the Day: single sign-on (SSO). To: "robin@cryoserver.com"	29.87 KB	08-Jun-2017 20:01
2		From: "WhatsIs.com" Subject: Word of the Day: human resources analytics (talent analytics) To: "robin@cryoserver.com"	26.84 KB	09-Jun-2017 20:01
3		From: "WhatsIs.com" Subject: Word of the Day: EU Data Protection Directive To: "robin@cryoserver.com"	28.77 KB	12-Jun-2017 21:31
4		From: "WhatsIs.com" Subject: Word of the Day: Wave Analytics To: "robin@cryoserver.com"	27.99 KB	13-Jun-2017 20:01

If a user has selected, via the checkboxes on the left, certain items on the result list then only those items or the inverse of those can be restored.



The screenshot shows a pop-up form for bulk restoring mail items. It has a blue header bar. The form contains the following fields and options:

- User Id:** A text input field containing "robin@cryoserver.com".
- Password:** A password input field with a red border.
- ☐ Remember Me
- Import To Folder:** A dropdown menu with "Inbox" selected.
- Import Mail:** Three radio buttons: "All (54)" (selected), "Selected", and "Unselected".
- At the bottom, there are two buttons: "Start Import" (highlighted with a red border) and "Close".

Please note: Administrators will define whether the restore is either done via IMAP or EWS.

Export

Welcome Robin Bingeman | robin@cryoserver.com | Basic (LDAP) User
[Switch to New User Interface](#) | [Switch Identity](#) | [Help](#) | [Settings](#) | [Sign out](#)

Search ▾ Advanced Search ▾ Transcript Search ▾ Search History ▾ Folder Replica View Case Folders ▾ Exports

Query Results View Message Search Statistics

Actions: 100 ▾ < 1 / 1 > [Download] [Print] [Export] [None] [Print] [Export] [Print] [Export] [Print] [Export]

Viewing all 54 results (1.39 seconds)

No.	Direction	From / To / Subject	Size	Sent
1	✉	From: "WhatsIs.com" Subject: Word of the Day: single sign-on (SSO). To: "robin@cryoserver.com"	29.87 KB	08-Jun-2017 20:01
2	✉	From: "WhatsIs.com" Subject: Word of the Day: human resources analytics (talent analytics) To: "robin@cryoserver.com"	26.84 KB	09-Jun-2017 20:01
3	✉	From: "WhatsIs.com" Subject: Word of the Day: EU Data Protection Directive To: "robin@cryoserver.com"	28.77 KB	12-Jun-2017 21:31
4	✉	From: "WhatsIs.com" Subject: Word of the Day: Wave Analytics To: "robin@cryoserver.com"	27.99 KB	13-Jun-2017 20:01
5	✉	From: "WhatsIs.com" To: "robin@cryoserver.com"	29.59 KB	14-Jun-2017 20:01

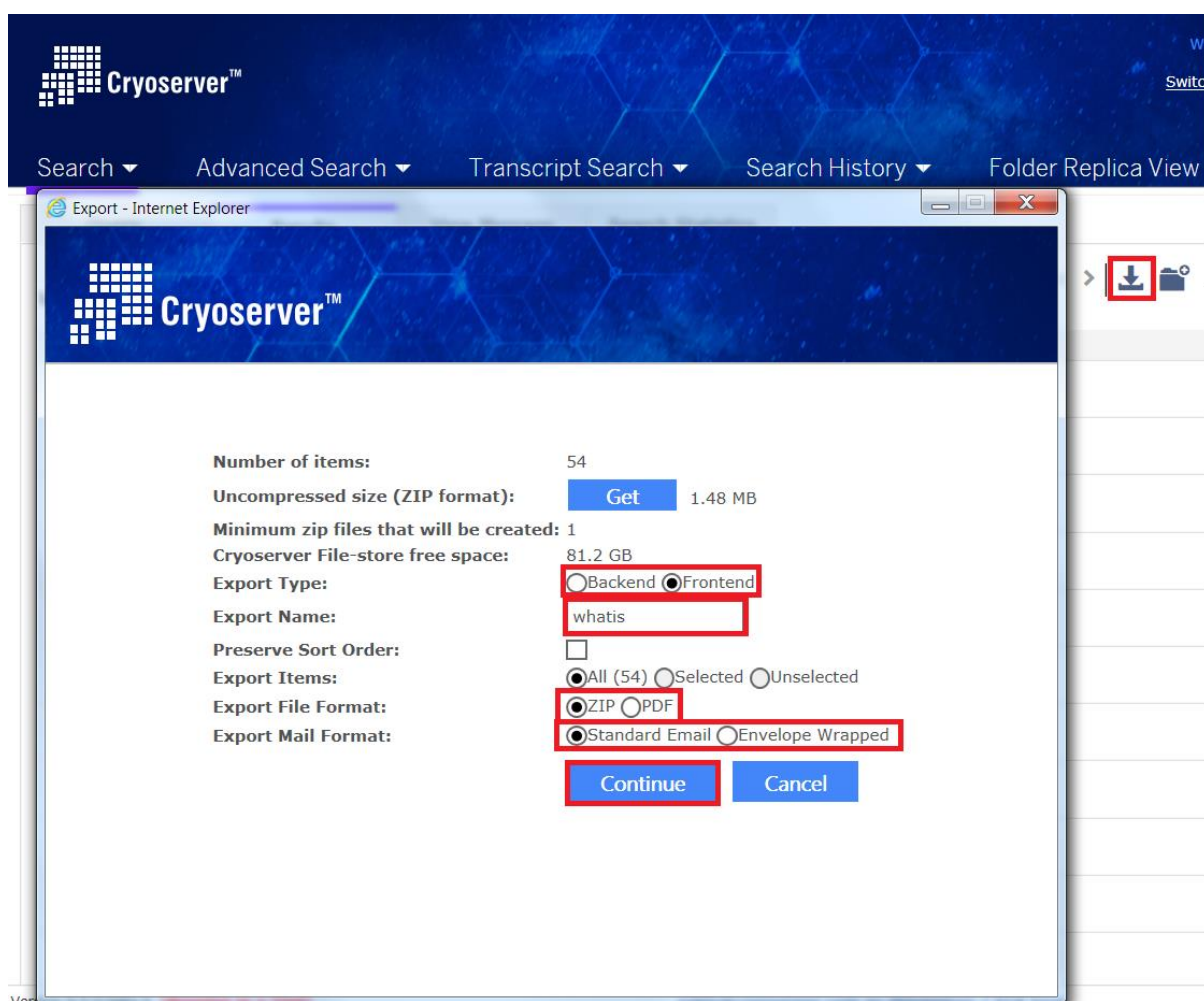


Basic and Privileged users can Bulk Export emails in three different formats:

- Standard Email format – limited information is exported in reference to the header information
- Enveloped Wrapped– full header information is exported including expanded distribution lists
- PDFs – exporting the emails into a long pdf with each email one after the other in a pdf file.

Export Type:

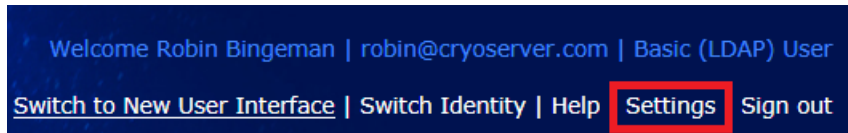
- Backend – Backend exports can be completed much faster (x30 times faster) and should be used if exports are large, i.e. over 100MB
- Frontend – Frontend exports are reliant / limited on download speeds via the web browser and can be slow. Frontend exports should only be used if exports are a few MBs in size.



Preserve Sort Order: Maintain the order of the export to the order on the results list in the MxVault UI.

Using the MxVault PSTCreator, you can convert the zip files containing the .EMLs into a PST format. Requires the MxVault PSTCreator module to be licensed & used.

Settings (Preferences)



- Settings icon.

You can now include / exclude additional alias email addresses.



My Preferences

Personal Information

Primary email address:	robin@cryoserver.com	Searchable	<input checked="" type="checkbox"/>
Secondary email addresses:	robin.bingeman@fcs.cryoserver.com		<input type="checkbox"/>
	robin@cryoserver.com		<input checked="" type="checkbox"/>
	rbingeman@cryoserver.com		<input type="checkbox"/>
	robin.bingeman@forensics.com		<input type="checkbox"/>
	robin.bingeman@cryoserver.com		<input checked="" type="checkbox"/>
Additional addresses:	442071839920@cryosim.com		<input type="checkbox"/>
	andrea.barnett@guildford.gov.uk		<input type="checkbox"/>
	ciklum@cryoserver.com		<input type="checkbox"/>
	helpdesk@cryoserver.com		<input type="checkbox"/>
	iward@cryoserver.com		<input type="checkbox"/>
	james@cryoserver.com		<input type="checkbox"/>
	mike@cryoserver.com		<input type="checkbox"/>
	nick@cryoserver.com		<input type="checkbox"/>
	rbingeman		<input type="checkbox"/>
	rbingeman@forensics.com		<input type="checkbox"/>
	robin bingeman		<input type="checkbox"/>
	robinbingeman@corporateinternet.com		<input type="checkbox"/>
	robinbingeman@fcs.cryoserver.com		<input type="checkbox"/>
	sarah@cryoserver.com		<input type="checkbox"/>
	scornish@cryoserver.com		<input type="checkbox"/>
	steve@cryoserver.com		<input type="checkbox"/>
	tom@cryoserver.com		<input type="checkbox"/>
Last Login Date:	22 Aug 2017 09:52:00		

Further down the page are a variety of different Settings which aims to personalise the user experience.

When results are returned you can have

- No message summary,
- Short Message summary – 300 characters
- Long Message Summary – 600 characters

Message Summary Setting

Message Summary:

☐ Default

(Use company level setting: Short)

☒ No

(No message summary)

☐ Short

(Max 300 characters)

☐ Long

(Max 600 characters)

Save

Delegated Access Account

Delegate Access enables users to switch to another users mailbox. Delegation can be controlled by the user or via the Administration Area.

MxVault empowers the end user to be able to share their own mailbox your email archive whilst you are away on holiday/maternity/paternity leave the following steps. To add a link press Add Link under the preferences area of the MxVault system:

Delegated Access

Delegate access to your account to other users?

[Add Delegate](#)

Current Links:

jclayton (james.clayton@cryoserver.com) [Remove](#) [Edit](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

(This is an external account, your password cannot be changed here.)

Enter the Primary Email address of the user into MxVault so that they are able to Switch to your Account.

Delegated Access

Delegate access to your account to other users?

Enter Address:

[Add](#)

[Cancel](#)

Once the Delegate has been added, you can define a windows of Access:

Current Links:

jclayton (james.clayton@cryoserver.com) [Remove](#) [Edit](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

Current Links:

mbeedell (mbeedell@cryoserver.com) [Remove](#) [Save](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

mbeedell user has been given delegate access to the users mailbox and is limited to seeing emails between 1st August 2017 through to 31st August 2017. The Account Link will be disabled on 1st September 2017. Additionally, you can Exclude Addresses, in the example above they are not able to see *accounts@cryoserver.com*

mbeedell user can now Switch to this account:

The screenshot shows the Cryoserver web interface. At the top, the user is logged in as 'mbeedell@cryoserver.com | Basic (LDAP) User'. A dropdown menu is open under the 'Switch Identity' link, showing a list of available accounts: mbeedell_priv (Privileged), mbeedell_admin (Administrator), mbeedell_basic (Basic), testinchrome (Basic), cryoserver.com (Group), and rbingeman (LDAP). The 'rbingeman (LDAP)' option is highlighted with a red box. Below the dropdown are 'Switch' and 'Cancel' buttons. The main interface includes search filters (Date Period, Start/End Date & Time, Keywords, Parties, From, To, Attachment Names, Attachment Keywords) and a 'Search' button. The footer shows 'Version 9.0.0-beta.7 (Running as a Trial)' and 'mbeedell@cryoserver.com as mbeedell / FCS Test'.

To remove the delegate link select Remove next to the user.

Delegated Access

Delegate access to your account to other users?

[Add Delegate](#)

Current Links:

jclayton (james.clayton@cryoserver.com) [Remove](#) [Edit](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

Current Links:

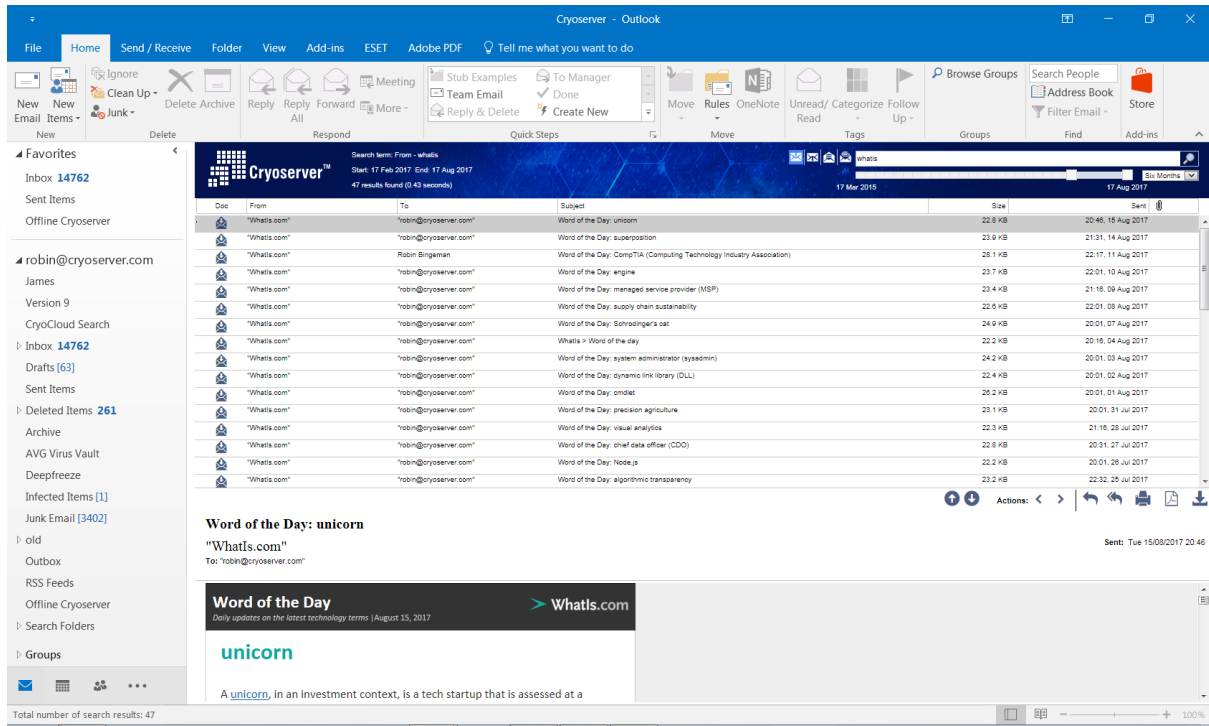
mbeedell (mbeedell@cryoserver.com) [Remove](#) [Edit](#)

Start Date & Time: End Date & Time: Disable Access on:

Exclude Addresses:

Delegate Type:

Preview Pane View Search Interface (aka Outlook Settings)



2/3rd of the way down the Settings Page is a Section called Outlook Settings.

Outlook Settings

Search Results Page Size:

100

Default Date Range:

Six Months

Apply home page redirection from outlook:

☒ Yes ☐ No ☐ Default

Apply redirection for saved search outlook folders?

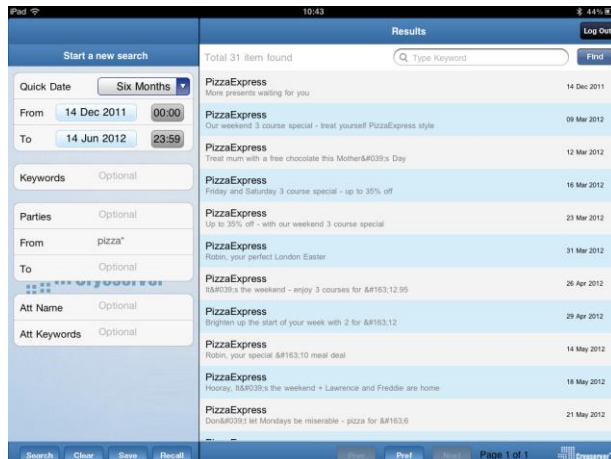
☐ Yes ☐ No ☒ Default

Save

Forget Login

- Search Results Page Size – how many results to be shown per page (20/50/100/300/500) messages. Please note: The larger the number the slower the results take to display on screen.
- Default Date Range pre-defined date range each time you access the User Interface. (Today/One Week/Two Weeks/One Month/6 Months/1 Year/2 Years/Any Date)
- Apply home page redirection from Outlook – *applicable for non-English interfaces*
- Apply redirection for saved search outlook folders

iPhone / iPad access



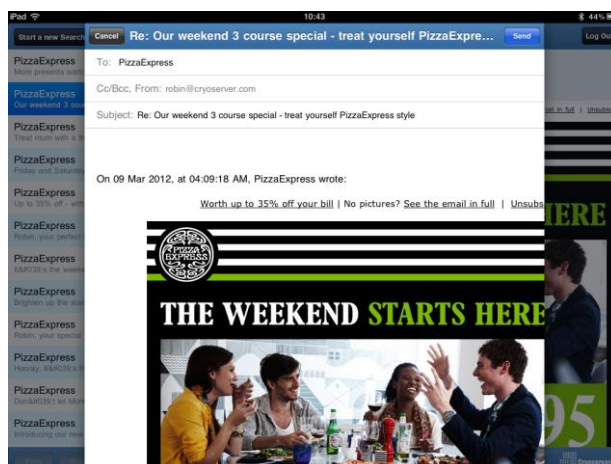
With the Mobile Access Module installed on the MxVault system. *Licensed separately.*

Users can download from the App store an App to access the MxVault system.

The App enables for users (LDAP & Privileged) to be able to search the MxVault repository.



To view the emails from the results.



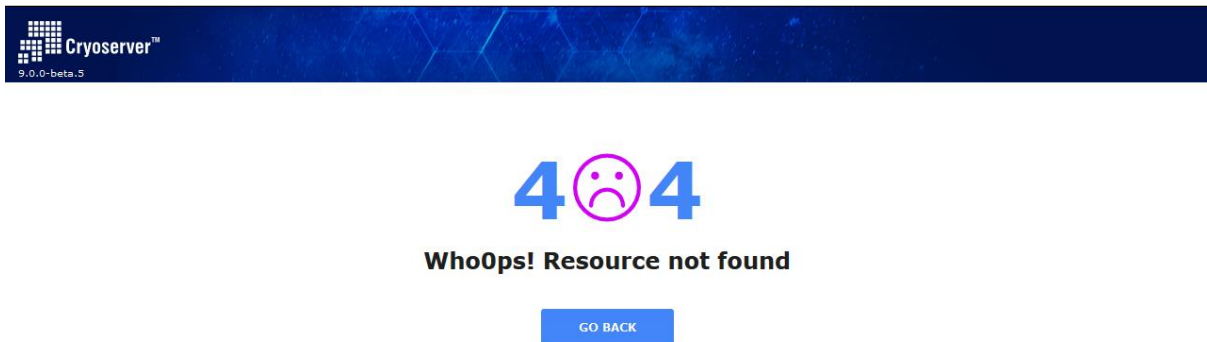
To reply to results from the App.

Please note: The App uses the local iPad/iPhone Mail Client to send emails from. So if you use the Mail client for personal and work purposes please choose the from address as appropriate.

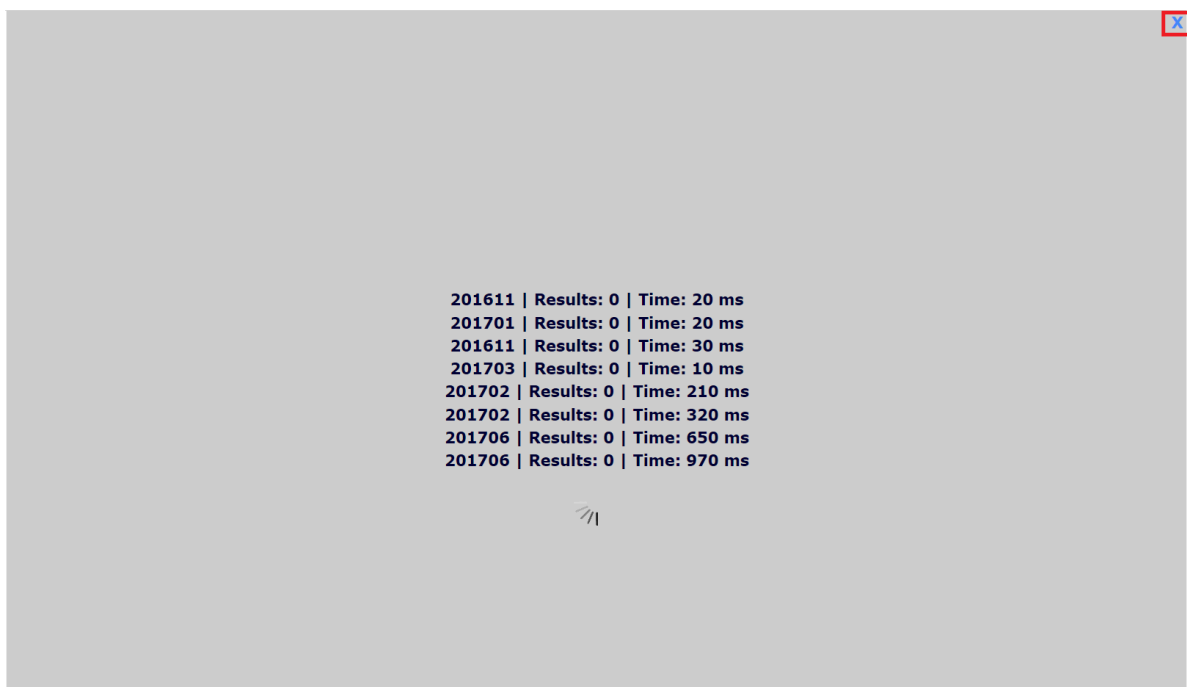
We also provide Apps for Android, Windows and Blackberry v10+

Troubleshooting

On rare occasions you may receive an error page. The system automatically tracks errors. To return back to the previous screen press Go Back button which will return you back to the previous screen. Here is an example.



In the cases where searches are taking a prolonged period of time i.e. 60 seconds or more, this would suggest the results being collated are many thousands/millions. We would recommend terminating the search by pressing x in the top right hand corner of the screen. This will force a cancellation to the search. We would recommend refining the search to produce a modest amount of results.



Conclusion

We would like to thank you for reading this guide and using MxVault.

MxVault is constantly evolving around customer requests. To submit your own enhancement requests please email support@globalmicro.co.za and we will be happy to review requests and plan ideas into roadmap developments.